



ACI Global Training to introduce new Certificate Format for all ACI Courses
 By Jeremias Rodriguez, Global Training and Events Registrar, ACI World



ACI Global Training is pleased to announce the introduction of its new course Certificate that will incorporate a watermark as an additional security feature. All participants taking courses after March 1st will be issued this certificate and it replaces the old version ACI Global Training has issued over the past years. All certificates issued prior to this date will still remain valid unless otherwise specified in the certificate itself, so holders of the previous version of the certificate are not required to change it for the new one.

Gulf Centre for Aviation Studies (GCAS) appoints Mr. Aws AL KHANJARI as General Manager



Mr. Aws Al Khanjari has approximately 21 years of experience in the field of aviation in general. Out of these 20 years he has been employed by the General Civil Aviation Authority (GCAA) for the past 12 years in different capacities. The GCAA is the federal aviation authority, which is also designated as the "Competent or Appropriate Authority for Aviation Security in the United Arab Emirates (UAE)". Presently, he has joined the Gulf Centre for Aviation Studies which is the training arm of Abu Dhabi Airport Company (ADAC).

The centre specializes in designing, developing and delivering the best solutions to meet the needs of the aviation industry in the Middle East by providing ongoing aviation training that meets the regulatory, operational and management needs of airports, airlines, service providers and industry stakeholders through short courses and lecture series, addressing the ever increasing challenges of the competitive air transport industry.

In addition of being a graduate of the Aviation Security Professional Managers (AVSEC PM) Programme developed by the International Civil Aviation Organization (ICAO) in collaboration with the John Molson School of Business (JMSB) at Concordia University, he is currently working towards completing the Airport Management Professional Accreditation Programme (AMPAP). Mr. Aws Al Khanjari graduated with Honors in the dynamic field of Aircraft Maintenance Engineering from the Higher Colleges of Technology, Abu Dhabi Men's College. On successful completion of his degree programme, he joined the "Gulf Aircraft Maintenance Company" (GAMCO), Abu Dhabi as a certified aircraft engineer. In spite of being comfortably and ably employed by GAMCO, Mr. Aws Al Khanjari's appetite for acquiring further education did not diminish at all. He continued to pursue his education and completed his management degree i.e. "Executive Master of Business Administration & Strategic Management" with Honors from the School of Management at the Higher Colleges of Technology, Abu Dhabi in the year 2010.

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CHAIRMANSHIP OF COMMITTEES

Throughout his career Al Khanjari has participated as a member in various committees. He has also served as Chairman of some very important committees, including:

- (i) ICAO Committee on Cooperative Development of Operational Safety and Continuing Airworthiness Programmes for the Gulf States Region.

(ii) UAE Technical Aviation Security & Facilitation Committee: The basic role of this committee is to advise the UAE's National Civil Aviation and Facilitation Committee on aviation security measures necessary to meet threats of unlawful interference to civil aviation and its facilities. This committee is also responsible for coordinating security activities between departments, agencies, airport and aircraft operators and other entities concerned with or responsible for the implementation of various aspects of the National Civil Aviation Security Programme.

(iii) UAE Aviation Security Equipment Committee: The primary role of this Committee is to set the national standard, requirements and specification in respect of security equipment to be used by the aviation industry for carrying out security screening and surveillance at airports within the UAE.

(iv) Higher Colleges of Technology Programme Advisory Committee: As a member of the committee purely responsible for building bridges between the academic system and the aviation industry.

Featured ACI Training Venue Dublin Airport



About the Airport	About the Training Venue
Airport Code: DUB Airport Name: Dublin Airport Operator: Dublin Airport Authority Airport Address: Dublin Airport, North County Dublin Ireland Chief Executive Officer: Kevin Toland	ACI Training Center since: 2013 Location: Castlemoate House, Cloughran, Dublin Airport Direction to the classroom: Trident Room, top of main staircase on the left Onsite contact (s): Aisling Ryan, Nuala O'Driscoll

Dublin Airport handled 19.1 million passengers in 2012. During the year, 15 new services were launched and the Airport served 169 routes with 55 airlines. Terminal 2 at Dublin Airport offers full US Preclearance facilities to passengers travelling to the USA. This service allows US bound passengers to undertake all immigration, customs and agriculture inspections in Dublin prior to their departure. Ireland is the only European country to offer US preclearance. Between 2006 and the end of 2010, the DAA invested more than €1.2 billion in a major infrastructure development programme, the Transforming Dublin Programme, at Dublin Airport. Dublin Airport is the gateway for 75% of people entering and exiting the Republic of Ireland. Ireland has been ranked amongst the best in the world in the safety oversight of civil aviation. This follows the ICAO State Audit 2010. Ireland has been at the centre of aviation in Europe since the first decade of powered flight. Ireland hosted the first West-East Trans –Atlantic crossing and the first East-West crossing.

Brief History

Foynes, near Shannon Airport was the main base for the flying boats in the 1930's and throughout the Second World War. The 1950's saw the development of Shannon Airport, which became the main northern European departure and arrival point for Trans- Atlantic traffic. Today Ireland has a thriving aviation industry and is home to the twelfth largest fleet of large passenger aircraft. Dublin is home base to both Ryanair and Aer Lingus and some 50% of the world's aircraft leased fleet is on the Irish Register. In the late 1930s, development had begun on a terminal building and grass runways at the Collinstown site in Dublin. Dublin Airport officially opened at 9:00am on January 19, 1940. The airport opened with just one flight a day to Liverpool and Collinstown , however this was effectively mothballed during the Second World War, as Aer Lingus operated a twice-weekly service to Liverpool. Aer Lingus resumed its London service to Croydon in November 1945. By 1947, flights departing from Dublin had ventured as far as Continental Europe, with Dutch airline KLM beginning the first European service to Dublin. New concrete runways were completed in 1948, and in 1950 - after ten years in operation - the airport had been used by a total of 920,000 passengers. By the late 1950s, the original terminal was incapable of handling growing passenger numbers, so the new North Terminal was opened in June 1959. By the 1960s, new departure gate piers were added adjacent to the old terminal to cope with larger aircraft. However it soon it became apparent that the original terminal building could no longer cope with passenger demand. Work began in 1971 on a new terminal building designed to cater for an expected six million passengers per year. The new £10 million terminal opened in June 1972. In November 2010, Dublin Airport's Terminal 2 and its connected boarding gate pier were opened. The award-winning new terminal will allow the airport to handle more than 30 million passengers per year. More than 357 million passengers have travelled through Dublin Airport since that first flight took off in 1940. The old terminal, which is a listed building, is still partially used for daily passenger operations and many of the internal design features of the building have been retained as a reminder of those early days of aviation.



About Dublin

The city is mainly low-rise is built at the mouth of the river Liffey and forms a horse-shoe shape around Dublin Bay. Expansion has moved mainly to the suburbs some 20 miles to the west, north and south of the bay. Dublin Port is the country's busiest and would rank 12th in Europe.

Dublin's tourist attractions

Trinity College - Ireland's first university, founded in 1592 by Queen Elizabeth I, tops my list of the ten most recommended sights of Dublin from every perspective. The magnificent campanile must be one of the most-photographed buildings in Dublin. And the Old Library is home to one of the most famous books on earth, the splendid "Book of Kells".

National Museums - Two museums should be high on the list of priorities for any visitor. The National Museum of Archaeology and History in Kildare Street (Dublin 2) is dedicated to prehistoric and medieval Ireland. Do not miss the excellent new exhibition "Kingship & Sacrifice". The National Museum of Decorative Arts and History in Collins Barracks (Benburb Street, Dublin 7) houses an eclectic collection including the uniform Michael Collins was shot in and an exhibition on the Easter Rising.

National Gallery and the National History Museum - Situated at Merrion Square West, on either side of the Parliament buildings, and right in the center of Dublin. Ireland's National Gallery is a "must see" for anyone interested in Irish and European art. Opened in 1864 it has around 500 major works of art on display - among them Hogarth, Gainsborough, Poussin, Monet, Degas, El Greco, Velasquez, Goya, Picasso, Titian, Caravaggio, Brueghel, Vermeer and Rubens. Especially strong on Irish artists and Irish portraits the National Gallery has recently been expanded by the "Millennium Wing".

Dublin Castle - Not a forbidding fortress and definitely not a fairy-tale image - Dublin Castle is the "Irish Stew" of castles, everything thrown in in bits and pieces. The original Viking fortress was expanded, renovated, torn down and rebuilt over the centuries. Today a massive tower and the Royal Chapel look medieval while all administrative buildings are in more modern styles. The defensive character is gone but the beautiful gardens and impressive state rooms make more than up for it. Dublin Castle was the centre of British Governance during the occupation, and it there that the British handed over to the incoming Irish Army under the command of General Michael Collins following the Treaty in 1921.

Newgrange - Situated some 25 miles to the north of Dublin in the Boyne Valley in County Meath - was constructed over 5,000 years ago (about 3,200 B.C.), making it older than Stonehenge in England and the Great Pyramid of Giza in Egypt. Newgrange was built during the Neolithic or New Stone Age by a farming community that prospered on the rich lands of the Boyne Valley. Knowth and Dowth are similar mounds that together with Newgrange have been designated a World Heritage Site by UNESCO <http://www.newgrange.com/>

Guinness Storehouse - A journey through the history of this world renowned beverage including views over Dublin from the Gravity Bar

The ACI Training Steering Group Member

Yulia Plyusnina, Programme Development Coordinator, ACI Europe



YULIA PLYUSNINA joined ACI EUROPE in December 2009, taking up the newly created role of Programme Development Coordinator, for the World Business Partner programme in the European region. Her key responsibilities are: member recruitment, retention, membership benefits development and the full cycle of invoice administration. In addition she is an ACI EUROPE liaison with Russian-speaking airports.

Yulia has a degree in International Relations from the Institute of US and Canada Studies in Moscow and a Masters in European Politics and Administration from the College of Europe.

Previously, Yulia has coordinated Professional trainings and youth policy development at the Council of Europe (Strasbourg), Deloitte & Touche (Moscow) and at the Development office of the College of Europe (Brugge).

A Russian national, Yulia also speaks fluent English, French and Lithuanian and has working knowledge of Dutch. In her spare time she enjoys travelling to exotic destinations and following international politics (member of Young Professionals in Foreign Politics). Yulia is also involved in UNICEF Belgium's volunteer programme and is the advanced level flamenco student at Brussels based Dance academy.

Meet our Faculty

Scott SIMPSON



Mr. Simpson has been in the aviation industry for over 20 years and holds a Safety Management Certificate from Embry-Riddle Aeronautical University. He has a diverse background in airline front-line operation and management, corporate training roles, project management, aviation safety

and security, and collaborating with industry associations and government agencies. In 2009 he completed the Airports Council International Executive Leadership program (ACI AELP) taught in conjunction with the John Molson School of Business at Concordia University in Montreal, Quebec, Canada. His experience in numerous roles in airline operations and coordination has been used on training projects with airports in the USA, South Africa, Trinidad and Tobago, the United Arab Emirates, and Korea. Some of his accomplishments include:

- The Development of training programs for Airports Council International's Safety Certificate program and instruction of those courses at their Global Training Hub locations. Courses include: SMS Introduction, SMS Implementation, Airside Safety and Operations, Emergency Response and Crisis Management, Accident and Incident Investigations, Introduction to Annex 14, and Runway Incursion Awareness and Prevention.
- The Development of specific audit programs for airline operations to facilitate regular inspections by the FAA and TSA.
- The Development of skills to train all levels of an airline, front-line, leadership, executive, and industry partners through the maintenance of associations, including the FAA, TSA, and other government agencies.
- Designed, coordinated, trained, and implemented safety and security programs including Mishap Investigation, Emergency Response, Behavioral Based Safety, Risk Management, System Safety, Aircraft Search audits, SIDA audits, Internal Self Audit Programs and Safety Compliance Audits.
- Developed various training and compliance manuals for airlines and airports and Project Management for the development and design of Computer Based training systems at airports in the US.

Scott's upcoming course:

Dates	Course	Location	Language	Non-Member Price (USD)	Member Price (USD)
06-10 May	Airport Safety Management Systems Implementation*	Nashville, USA	English	\$2,400.00	\$1,600.00

*This course can be taken as an elective for the Airport Management Accreditation Programme (AMPAP)



**Airport Human Resources Management (AMPAP Elective)
Professional Certificate course, face-to-face: 5 days**

Brief

Maximise your most valuable asset - your people - by enhancing your HR strategies and leadership contribution. This course will help you learn how to create a high performance airport organisation by making your existing HR strategies more effective and developing the key leadership skills necessary to manage your airport's future changes and challenges. The objectives of this programme are:

- To set the context for strategic HR Management in the airport sector in the 21st Century
- To outline key concepts and frameworks for airport HR Management
- To review the key HR activities required to create the high performance airport and develop participants' skills in these areas
- To educate participants about the importance of leadership, change and effective people management in creating better organisations

Benefits

- Gain a broad conceptual understanding of Human Resource Management (HRM) as a strategic activity
- Understand the changing business environment and its impact on organisations and people
- Understand how HRM contributes to the business strategy and organisational performance of airports
- Learn about the strategic role of HR in a changing airport environment and its relevance to creating a high performance airport culture and ethos
- Understand how senior managers, line managers and the HR function need to work together for success
- Develop a clear understanding of current concepts in HRM such as employer branding, psychological contract, employee engagement, talent management, cultural change, diversity and mental toughness
- Learn about best practices in performance management, attraction and recruitment, selection, development and training, motivation and retention, employee relations, leadership, organisational and individual change
- Gain insights into the analysis of organisations, how organisations work and measuring HR success
- Develop your skills in performance management, team working and communication

Who should attend?

- Senior Airport Managers
- Departmental Managers
- Organisation Development, Change and Business Process Specialists
- Human Resources and Training Managers

Course Content

This is a highly participative and interactive programme which uses relevant case studies from other airports. We tailor the exact content to the level of participants and the circumstances of the airport/airports concerned.

- An overview of airport business strategy in a changing world
- Approaches to HRM : role of line and HR
- High performing teams
- Performance management
- Organisation design and assessment
- Attracting staff, employer branding , recruitment and selection
- Development, training, talent management, managing diversity
- Engagement, communication, conversation skills
- Reward and recognition
- Organisation and individual change
- Mental toughness and wellbeing

Upcoming Course:

Dates	Course	Location	Language	Non-Member Price (USD)	Member Price (USD)
08-12 April	Airport Human Resources Management (AMPAP Elective)	Istanbul, Turkey	English	\$2,400.00	\$1,600.00



For information on ACI Global Training, programmes and course offerings, visit us online at: www.aci.aero/Global-Training

Course Calendar March - April 2013

Dates	Course	Location	Language	Non-Member Price (USD)	Member Price (USD)
18-22 March	Apron Management	Riga, Latvia	English	\$2,100.00	\$1,450.00
01-05 April	Aviation English	Incheon, South Korea	English	\$2,100.00	\$1,450.00
07-09 April	Runway Incursion Awareness and Prevention	Abu Dhabi, UAE	English	\$1,400.00	\$950.00
08-10 April	Airport Route Development and Marketing	Hyderabad India	English	\$1,400.00	\$950.00
08-12 April	ACI/ICAO User Charges*	Dublin, Ireland	English	\$2,600.00	\$2,600.00
08-12 April	Airport Human Resources Management*	Istanbul, Turkey	English	\$2,400.00	\$1,600.00
08-12 April	GSN 4 - Working with Annex 14	Bucharest, Romania	English	\$2,100.00	\$1,450.00
08 April -17 May	Online - Airport Environmental Management*	Montreal, Canada	English	\$2,400.00	\$1,600.00
14-18 April	GSN 4 - Working with Annex 14	Abu Dhabi UAE	English	\$2,100.00	\$1,450.00

*This course can be taken as an elective for the Airport Management Accreditation Programme (AMPAP)

To view the full calendar, [click here](#)
Or send us an email: training@aci.aero



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