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October 2013



Dear colleagues,

ACI Global Training is pleased to announce the release of the 2014 Calendar.

The ACI Global Training Team has worked diligently during the summer to develop the 2014 schedule of courses. The calendar is the perfect reference manual to identify the necessary skills sets for you and your staff to succeed as well as assist you in planning training budgets.

The yearly planning of our training calendar is based on the use of many tools, including an analysis of current and future trends affecting our industry, both on local and global levels. This methodical process ensures that we continue to respond to our members' and industry stakeholders' educational needs. Our planning process is also driven by insightful information and feedback received from our training centres, ACI regions, our faculty of Global Training Instructors, our ACI Training Needs Survey, as well as by our world and regional standing committees.

I trust that you will find the 2014 Calendar a valuable tool and I look forward to welcoming you to one of our ACI Global Training courses in the near future.

Kevin Caron

Assistant  
ACI Global Training

Director

## Take advantage of great savings by planning ahead!

Get a 10% discount on all registrations received before 31 December 2013.

Get a 15% group discount if three or more people register from the same company and for the same course and date.

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<a href="#">Visit our website or download our 2014 Calendar</a>	
<a href="#">ACI Global Training 2014 Calendar webpage</a>	<a href="#">PDF version of the ACI Global Training 2014 Calendar</a>
<a href="#">Register for a course</a>	

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## Beijing Capital International Airport hosts first ACI Course in China

By Kevin Caron, Assistant Director, Global Training



Photo: Students picture during the Advanced Airport Operations course in Beijing, PRC from 23-27 September 2013

ACI is pleased to announce that on September 23-27, 2013 we delivered our first course on Advanced Airport Operations in our Beijing Training Centre which is hosted by Beijing Capital International Airport Co., Ltd. (BCIA). Twenty four participants were in attendance which included various regional airports in China as well as international delegates from Poland and Tanzania.

We were very honoured to have Dr. Dong Zhiyi, President & CEO, Capital Airports Holding Company and ACI World Governing Board member provide the welcoming remarks. Dr. Dong extended his gratitude to ACI and all involved in this achievement. He shared that this first course was a good start to encourage their operations management to learn and interact at an international level and that with this first course delivery, ACI offered a great opportunity for all the attendees to enrich their knowledge, increase their professional competence and strive for continuous improvement towards excellence.

Before the opening, Ms. Li Xiaomei, Executive Vice President, BCIA and First Vice-Chair of the ACI Asia-Pacific Human Resources Network made a short speech, expressing her high hopes for the ACI Beijing Capital Airport Training Centre. Additionally Mr. Noppadol Pringvanich, Chief, ICAO Asia and Pacific Regional Sub-Office was present to congratulate BCIA and expressed strong support for the development of China's first ACI Training Centre.

The course itself took a detailed look at the airport operational processes from both the terminal and landside to

help students understand the importance of safety, security, customer service and economic efficiency.

It was delivered by the team of dedicated ACI Instructors made up of Peter Hampson and Debbie Riley. All sessions were in English with simultaneous translation to Mandarin. On the final day of class BCIA arranged an airport visit in order to showcase the exceptional facilities they have including the fire rescue service seen on the photo above. This was followed by the closing ceremony with speeches, congratulatory remarks and the presentation of course certificates.

ACI would like to extend special thanks to Ms. Zhang Pei who handled all onsite logistics and coordination. ACI's first training in Beijing would not have been possible without her efficient organization and dedication.

Please stay tuned for upcoming ACI courses scheduled in the beautiful and historical city of Beijing.

**For more information on this or other training programmes, please email us at: [training@aci.aero](mailto:training@aci.aero)**

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## **AMPAP Graduates Recognized at the ACI-NA Chairman's Honors Luncheon**

**By John Webster, Senior Manager, Global Training**



**Photo (left to right):** David N. Edwards, Jr., Chairman, ACI-NA Board of Directors; Angela Gittens, Director General, ACI World and Co-Chair, AMPAP Steering Committee; Wayne G. Sieloff, Wayne County Airport Authority; Stanley R. Van Ostran, Metropolitan Nashville Airport Authority; James R. Kelly, Broward County Aviation Department; Anthony Cugno, Jacksonville Aviation Authority; Hampton Jennings Brown, San Diego County Regional Airport Authority; Jorge Roberts, ADC & HAS Airports Worldwide.

Airports Council International - North America (ACI-NA) 21st Annual Conference and Exhibition was held in San Jose, California from 22 to 25 September 2013.

Each year, ACI-NA recognizes the achievement of the North American graduates of the Global ACI-ICAO Airport Management Professional Accreditation Programme (AMPAP) that are in attendance at the ACI-NA Annual Conference the Chairman's Honors Luncheon.

AMPAP is a strategic initiative born from a partnership between ACI and ICAO, launched in March 2007. In recognizing the challenges and complexity that constitute airport management, AMPAP seeks to develop a new generation of airport leaders in all functional areas of the airport business, promote the adherence to the highest professional standards and effective sharing of best managerial practices—all in a cross-cultural, highly interactive learning environment.

This programme has been hugely successful since inception and AMPAP participants are now spread across all continents, currently in over 70 countries. In 2013, AMPAP witnessed its largest class to date of 121 graduates (117 IAPs and 5 AMPAP Associate Diplomas). Of this large graduating class, 23 of the graduates were from North America.

In her recognition of the graduates at the Chairman's Honors Luncheon, Mrs. Deborah McElroy, ACI-NA's Interim President stated, "No region has embraced AMPAP more enthusiastically than North America. I would like to recognize the six North American graduates in attendance who completed the program this year. I want to

encourage you to congratulate them for earning this impressive, well respected credential."

For more information on this or other training programmes, please email us at: [training@aci.aero](mailto:training@aci.aero)

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## **ACI DNA Workshop on Airport User Charges Montego Bay, Jamaica, 30 September – 01 October 2013**

**By Kevin Caron, Assistant Director, Global Training**



**Photo:** Students picture during the ACI Airport User Charges Course Workshop in Montego Bay, Jamaica, 29 September – 30 October 2013

ACI Latin America and Caribbean (LAC) office in collaboration with the ACI Developing Nations Airport (DNA) Assistance Programme provided a two day, Airport User Charges Workshop, from September 29 to October 30, 2013. This workshop was hosted by MBJ Airports in Montego Bay, and attracted 26 participants from the host airport, Aruba, Curacao, Mexico, Ecuador and the Civil Aviation Authority of Jamaica. The workshop was conducted by ACI instructor, Julian de la Camara Arilla. An experienced instructor with ACI, Julián recently retired from the International Civil Aviation Organisation (ICAO) in Montreal, having previously worked for the past seven years in the Economic Analysis and Policy Section.

The objective of this workshop was to review ICAO's policies on airport charges; but perhaps more importantly to see how the policies are used to establish and implement user charges.

There are many different ways of looking at airport charges, each airport faces situations and circumstances that dictate how to approach setting and implementing user charges. This workshop familiarized participants with established principles that guide their decisions and actions in how to apply these charges.

The success of the workshop could best be summed up by Julian Ann Campbell, Director of Finance and Administration for MBJ Airports. Ms. Campbell stated: "The Airport User Charges Workshop was relevant and timely, as we approach the upcoming regulatory review in Jamaica. The workshop not only provided a deeper understanding on user charges but also served to update us on the latest trends within the Industry. The policies and principles covered certainly provided the guidance needed and clarified many of the lingering questions pertinent to the user charges for the regulatory review."

We want to thank Mr. Eduardo Canelas, CEO MBJ Airports and his management staff for their wonderful support as well as the ACI-LAC Director General, Javier Martinez Botacio for making this workshop available to his regional members.

For more information on this or other training programmes, please email us at: [training@aci.aero](mailto:training@aci.aero)

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## Global Safety Network (GSN) Graduates

ACI is happy to welcome our latest Global Safety Network (GSN) graduates to our growing list of GSN Diploma recipients:

### GSN 1: Safety Management Systems Course Riga, Latvia | 23-27 September 2013



**Photo (left to right):** Martins Freibergs, Airfield Risk Assessment Specialist, Riga International Airport; Olga Visnevskā, Airside Safety Training Instructor, Riga International Airport

Martins Freibergs and Olga Visnevskā were awarded their GSN Silver Diplomas upon completion of the GSN 1 – Safety Management Systems course held 23-27 September 2013 in Riga, Latvia.

### About the Global Safety Network (GSN) Diploma Programme

The ACI Global Safety Network Diploma Training Programme was launched in 2006. The programme consists of specialized courses on airport safety, and is specifically designed to meet the needs of airside operations and safety managers including developing, implementing and operating effective Safety Management Systems (SMS) at their airports.

For more information on this or other training programmes, please email us at: [training@aci.aero](mailto:training@aci.aero)

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### Student's Zone

Read what they say about our courses!



### Airport Revenue Generation Course

"I really enjoyed the course and I would be very pleased to recommend the course to all airport managers. I really appreciate the quality of ACI trainings and the experience and know-how of ACI's instructors"

"I look forward to joining the next ACI training very soon!"

"Wishing you all the best!"

Warm regards,

Sandra Geburzi  
Commercial Controlling  
Corporate Services  
Munich Airport  
Flughafen München GmbH

## Airport Operations Diploma Programme (ONLINE)

"The ACI Airport Operations Diploma Programme is the standard for any individual desiring a career in airside operations. Much like a building, it arrives in 3 stages:

First, The Certificate in Airside Operations is your foundation in that it provides the necessary support for understanding the functions required of an aerodrome operator.

Secondly, The Certificate in Terminal and Landside Operations are your walls, which assist in providing a complete structure for you to operate within safely and efficiently.

Lastly, The Certificate in Airport Business Operations is the roof, which allows you to shelter your most important asset, the flying public.

Whether you operate an aerodrome that processes tens of millions of passengers, or tens of thousands, the ACI Airport Operations Diploma Programme is as essential to your general knowledge base as a runway is to your aerodrome."

Robert M. Harris, ACE,  
Acting Chief Operations Officer  
Cayman Islands Airports Authority

For more information on this or other training programmes, please email us at: [training@aci.aero](mailto:training@aci.aero)

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### Meet our Faculty

#### Simon Walker



Simon is the Managing Director of Aquila Aviation Ltd, a multi-disciplinary aviation management consulting company and Virtual Aviation College Ltd, an international company specialising in the provision of multi-media development solutions for the aviation industry. His experience includes senior positions with the Provisional Airport Authority of Hong Kong, Avmark Asia, and Electra Aviation, the leasing company, in addition to working with British Aerospace and as an airline pilot with Air UK, following training with British Airways.

Simon has worked extensively in the international aviation sector, with long-term periods in Asia, Europe and North America.

Airport related consultancy assignments have included acting as the Technical Consultant to Changi Airport for ground handling licences; a similar role for the World Bank for a Middle Eastern country; assessments of business opportunities relating to Executive Aviation facilities; facilitation review of Heathrow and Gatwick Airports for a submission to the UK Government; strategic advice to the Tynwald – Isle of Man Government – for the establishment of a Civil Aviation Department and Aircraft Register; strategic and financial planning advice regarding a runway extension to meet ICAO guidelines on runway safety; acting as the Economic Regulatory advisor to the Government of Jordan (EU funded mission) for the airport and airline sector in that country.

Airline related consultancy assignments have focused on business planning and financial modeling skills, meeting the regulatory requirements of the UK Civil Aviation Authority for an airline Operating Licence and similar roles for the Government of the Maldives.

Training and development clients for VAC, and its predecessor company ATI, include major airlines such as Cathay Pacific, Emirates, Singapore Airlines and Ethiopian Airlines; airports, including Hong Kong; and aviation-related service companies. A specific area of expertise is in e-learning solutions, working with airports and ground handling companies to enhance training capability using multi-media tools and processes.

#### Simon's upcoming course:

Online Airport Management for Airport Professionals (AMPAP Flight)

Dates: **10-14 February 2014**

Location: **Kuala Lumpur, Malaysia**

Registration Fee Members & WBP: **1600USD**

Registration Non Members: **2400USD**

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## Course Calendar November - December 2013

Date	Course	Language	Location	Member Price (USD)	Non-member Price (USD)
10-12 November	<u>Accident &amp; Incident Investigation</u>	English	Abu Dhabi, UAE	950	1400
11-13 November	Managing Service Quality at Airports	English	Dublin, Ireland	950	1400
11-13 November	<u>Airport Business Development &amp; Planning</u>	English	Istanbul, Turkey	950	1400
17-21 November	<u>ACI/ICAO User Charges*</u>	English	Abu Dhabi, UAE	2600	2600
18-22 November	<u>Security and Facilitation</u>	English	Zagreb, Croatia	1450	2100
24-28 November	<u>GSN 6 - Aerodrome Safety Compliance and Auditing</u>	English	Abu Dhabi, UAE	1450	2100
25-27 November	<u>Airport Ground Handling Regulations and Slots</u>	English	Athens, Greece	950	1400
02-04 December	<u>Collaborative Decision Making (CDM) Workshop</u>	English	Istanbul, Turkey	950	1400
02-04 December	<u>Victim Support and Media Management</u>	English	Zagreb, Croatia	950	1400
08-12 December	<u>Apron Management</u>	English	Abu Dhabi, UAE	1450	2100
08-12 December	<u>Developing a Customer Service Culture at Airports*</u>	English	Abu Dhabi, UAE	1600	2400
09-13 December	<u>GSN 6 - Aerodrome Safety Compliance and Auditing</u>	English	Bucharest, Romania	1450	2100

\*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](mailto:training@aci.aero)

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## Events



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Our mailing address is:  
**ACI World**  
800 rue du Square Victoria  
Suite 1810, PO Box 302  
Montréal, Québec H4Z 1G8 Canada  
Tel: +1 514 373 1200  
<http://www.aci.aero/>

