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25 September 2013

The 2014 ACI Global Training Calendar is coming soon!

By Kevin Caron, Assistant Director, ACI Global Training



The team at ACI Global training (GT Steering Group and Secretariat) have been working hard during the summer to plan and develop our 2014 schedule of courses. This important process is to ensure that we continue to serve our members' educational needs along with allowing them to plan their staff training budgets accordingly.

And this is no small feat! This yearly planning process involves the use of many tools, including analyzing current and future trends affecting our members on local and global levels. This is then supported by collecting information and feedback from our training centres, ACI regions, faculty, ACI training needs survey and world and regional standing committees to whom we are all thankful for their insight and guidance.

Our 2014 schedule will of course offer many of our premier courses such as Developing a Customer Service Culture at Airports, ICAO-ACI User Charges, Airport Revenue Generation, Managing Service Quality at Airports and the ever popular GSN Diploma Programme.

New and interesting courses for next year include the ACI-ICAO Aerodrome Certification, the ACI-Ohio State University and Concordia University Airport Leadership Workshop, Airport Ground Handling, as well as our Understanding ICAO Annex 14 and Safety Management System (SMS) Implementation courses offered in the Arabic language, to name a few.

Please stay tuned for the upcoming calendar launch.

For more information, please email us at: training@aci.aero

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**4th ACI-DNA Assistance Programme Seminar
Airport Economics and the Importance of Non-Aeronautical Revenues
Santo Domingo, Dominican Republic | 7-10 August 2013**

By Kevin Caron, Assistant Director, ACI Global Training



Photo: Students group picture during the seminar in Santo Domingo, Dominican Republic

Airport Council International was very happy to cooperate again with UNITAR CIFAL Atlanta in collaboration with the Airport Department of the Dominican Republic to host the seminar "Airport Economic Development: The Importance of Non-Aeronautical Revenues" this past August 7-10, 2013 in Santo Domingo, Dominican Republic.

The seminar provided a venue for sharing best practices on how to increase non-aeronautical revenues, while fostering economic development for the airport and the region it serves. Delegates from over 20 countries from the Americas attended three days of stimulating and interactive sessions. This was supplemented by Aerodom providing an insightful tour of the terminal at Las Américas International Airport that provided the participants with a first-hand view of their successful commercial activities.

The discussions were facilitated in both Spanish and English by ACI, international airports representatives, leading academics, service providers, technology experts and representatives from the private sector, which allowed the progression of valuable networking and gaining insight to the generation of non-aeronautical revenues.

For additional information on the ACI-DNA assistance Programme, please e-mail us at: dna@aci.aero

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ACI Airport Leadership Workshop for Emerging Executives

By Seth Young, Ph.D., A.A.E., CFI, Director, Center for Aviation Studies, The Ohio State University



Photo: Students picture taken during the Airport Leadership Workshop which took place in Columbus, Ohio from 09-11 September 2013

As the principal investigator on ACRP Report 75: Airport Leadership Development Program, it has been very rewarding to see our efforts to create a curriculum specifically applicable to developing the next generation of airport executives put into use, through our partnership with ACI and the John Molson School of Business.

It has also been an honor to host an elite group of airport leaders from as near as Dayton, to as far as Delhi, to engage in the learning process and further develop their skills as executives within the industry. It is clear that our professional facilitators, who themselves are world renowned experts in their fields of leadership and organizational culture, created a nearly optimal environment for applying our curriculum.

The Ohio State University Center for Aviation Studies is proud to be considered among the world's leaders in aviation related education and research, and we hope that this workshop becomes a regularly scheduled event to accommodate the ever growing need for leaders in our industry.

Please e-mail training@aci.aero for additional information on Airport Leadership Workshop

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Certificate in Airside Operations – Version Upgrade

The Online Learning Centre is pleased to announce the release of an upgraded version of its popular Certificate in Airside Operations.

The new version presents the existing material with an improved User Interface (UI), requires less bandwidth and runs faster than previous versions.

The Certificate in Airside Operations is an excellent resource for initial and ongoing professional development of airport personnel that is recognized by airport operators throughout the world.

The course will ensure that airport personnel have a minimum level of knowledge regarding important aspects of airside operations and assist them in their ongoing career and professional development.

The Certificate in Airside Operations can be taken as a stand-alone Certificate course or as part of the Airport Operations Diploma Programme.

To register please visit the Online Learning Centre at <http://www.olec.aero/> or contact enrolments@olec.aero for more information.



The banner features the ACI logo in the top left corner. The main text reads "Airport Operations Diploma Programme" in large blue font. A red-bordered box on the right states "The Programme is exclusively available ONLINE". Below the main text is a dark blue bar with the white text "TRAINING THE NEXT GENERATION OF AIRPORT PROFESSIONALS". The background is a blurred image of an airport terminal.

Did You Know?

The Airport Operations Diploma Programme provides airport professionals with a broad understanding of airside operations, terminal and landside operations and business operations in order to empower them with the knowledge to successfully address the operational and business needs of 21st century airports.

Programme Structure

The Programme consists of three self-paced online courses:

Airside Operations • **Terminal and Landside Operations** • **Airport Business Operations**

Candidates must successfully complete all three online courses within a three-year time frame.

To register for the Airport Operations Diploma Programme visit www.olec.aero or contact enrolments@olec.aero

For more information on ACI Global Training visit www.aci.aero/training or contact training@aci.aero



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Security & Facilitation

By Tonči Peović MBA, IAP, ACI World Governing Board Member, Zagreb Airport Ltd.



The International Civil Aviation Organization (ICAO) main mission is to achieve "its vision of safe, secure, environmentally sound and sustainable development of civil aviation." This mission is synergetic with the main objectives of ACI who seeks to "maximize the contributions of airports to maintain and develop a safe, secure, environmentally compatible and efficient air transport system."

Given today's political environment, aviation security is a main area of concern for the aviation industry.

Passenger security screening at airports is the process where stringent security measures may involve asking passengers' multiple questions and conducting periodic body searches of "selected" individuals. In certain cases, queuing time may be prolonged during the screening process which may heighten passenger stress if this results in delays to board the aircraft. The inconvenience of passenger security screening sometimes makes aviation unattractive compared to other types of transportation.

In reviewing aviation security, this airport activity must be performed in accordance to Annex 17 of the Chicago convention.

On the other hand, Facilitation is regulated by Annex 9 of the Chicago Convention, which pertains to clearance of aircraft and passengers, goods and mail, with respect to the requirements of customs, immigration, public health and agriculture authorities. This Annex does not regulate aviation security, or provide guidance on the way to protect passengers from feeling apprehension in regards to the mandatory security protocols required for air travel.

As such, we must ask ourselves these questions:

- Is there a possibility to make security more bearable?
- How much security is too much security?
- How do we provide security in accordance to regulations, but still be efficient, customer centric and affordable?
- How do we organize screening points in limited spaces and with limited staffing especially during peak airport hours?

These are the questions that should be addressed to find possible solutions in dealing with current security requirements, efficiency of security, consequences of inefficient security to passenger satisfaction and airport performance in retail as a result of achieving security efficiencies.

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Security & Facilitation Course

The purpose of this new programme is to look at the industry requirements and take the opportunity to learn from best airport examples of finding the "balanced approach" in implementing security measures and evaluating your security performance for possible improvements. Through the use of practical case studies, participants will learn

- How to enhance the customer service experience for airport related traffic;
- The framework for Passenger Security Screening Service Quality including: components to facilitate continuous improvement;
- To review suggested area layouts, appearance, and best methods of dissemination of information to passengers;
- The establishment of Key Performance Indicators (KPI) with recommended targets and ranges;
- To analyse customer service behavioural training requirements for security agents; and
- To review the use of priority channels and fast lanes.

This course is recommended not only for security personnel only, but to:

1. All persons responsible for passenger processing in the terminal building;
2. Persons who need to improve passengers experience (i.e. concessionaires, retailers, etc.) ; and
3. Persons who wish to offer other non-aviation services to passengers.

Upcoming dates for this course:

Dates: **18-22 November 2013**

Location: **Zagreb, Croatia**

Registration Fee Members & WBP: **2100USD**

Registration Non Members: **1450USD**

[Register online](#) or contact training@aci.aero for additional information

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Global Safety Network (GSN) Graduates

GSN3: Emergency Planning and Crisis Management course Amman, Jordan | 26-30 August, 2013



Photo from bottom to top: Front row: Najwa Alawneh , Fatina Gammoh; **Middle row:** Rami Al Zakeebah, Omar Ghojel, Ehab Jankhot, Abdelkarim Al Shafei; **Back row:** Ahmad Al Madany, Kamel Salmi, Sala Miqbel, Abdulaziz Al Syouf.

Airports International Group (AIG) recently held the GSN 3: Emergency Planning and Crisis Management course in Amman, Jordan last August 26-30, 2013. Of the 20 participants in attendance, ten students had completed the requirements of the Global Safety Network (GSN) Initial Diploma Programme to receive their GSN Silver Diplomas at the end of the course.

ACI is proud to have AIG as a strong supporter of the GSN Diploma Programme. Please join us in extending our heartfelt congratulations to all the graduates for this achievement!

GSN 2: Airside Safety and Operations course Delhi, India | 5-9 August, 2013



Photo: Mr. Anoop Pandey, Manager Safety & Compliance for Delhi International Airport Limited receiving his GSN Diploma from ACI instructor Wally Walker

We are also pleased to announce that Mr. Anoop Pandey, Manager Safety & Compliance for Delhi International Airport Limited recently obtained his GSN Silver Diploma, having completed the GSN 2: Airside Safety and Operations course held 5-9 August, 2013 in Delhi, India. Instructor Wally Walker was on hand to present his Diploma. Anoop attended the first two GSN courses in 2011. He now joins the growing list of graduates of the Global Safety Network (GSN) Initial Programme. Congratulations!

About the Global Safety Network (GSN) Diploma Programme

The ACI Global Safety Network Diploma Training Programme was launched in 2006. The programme consists of specialised 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.

Please e-mail training@aci.aero for additional information on the GSN programme

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Meet our Faculty

Tonči Peović MBA, IAP, ACI World Governing Board Member Zagreb Airport Ltd.



Mr. Tonci Peovic is a Governing Board Member of Zagreb Airport Ltd. and graduate of the Global ACI-ICAO Airport Management Professional Accreditation Programme (AMPAP).

In 2008, Tonci had earned an Aviation MBA at Krems (Austria) University and had earlier earned a degree in Aeronautical Engineering at Zagreb University where he was also licensed as a commercial pilot for multi-engine aircraft.

Mr. Peovic has acquired extensive experience in the aviation industry, which includes 16 years as the General Manager at Dubrovnik Airport Ltd., as well as a couple of years as the General Manager of Zagreb International Airport Ltd., before becoming one of the airport's Management Board Members.

In addition, he serves as a member of ACI (Airports Council International) World Board of Directors and was on the ACI-Europe Board from 2001-2009. He is also past Chairman of the ACI-Europe Regional Airports Forum (RAF) for European airports which service up to 5 million passengers per annum. He was Vice Chairman of International Association of Airport Executives based in Washington DC.

Tonci serves as a member of the Croatian Aviation Security Board and is certified as a European Civil Aviation

Conference (ECAC) Auditor for aviation security. He is also licensed as an International Civil Aviation Organization (ICAO) Auditor for aviation security and participated in state audits for Austria, China, Bahrain, Netherlands, United Kingdom and Syria.

Tonči's upcoming courses:

Course: **Security & Facilitation Course**

Dates: **18-22 November 2013**

Location: **Zagreb, Croatia**

Registration Fee Members & WBP: **2100USD**

Registration Non Members: **1450USD**

Register [online](#) or contact training@aci.aero for additional information

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Meet our partners' staff



**Susan HOGAN, Manager, Partner Programs
Executive Centre, John Molson School of Business
Concordia University**



Susan Hogan manages partnerships with professional associations, government organizations and other universities in the area of executive education for the Executive Centre of the John Molson School of Business at Concordia University.

In 2004 she was Assistant Director of the Centre for Aviation Management Education. She worked on the development team and managed on-line education programs for international students in airport management and the aviation security industry in conjunction with the Airport Council International and the International Civil Aviation Organization.

In 2002, as Assistant Director of the Goodman Institute of Investment Management, she participated in the development of the Investment MBA program, conducted audits and set up the logistics for the program.

Susan started her career as a System Analyst for Prudential Insurance of England after attending Sir George Williams University (now Concordia). After taking several years off to raise three sons, she returned to Concordia as Assistant Director of the Executive Development Programs organizing seminars in the manufacturing sector.

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Course Calendar - October 2013

Date	Course	Language	Location	Member Price (USD)	Non-member Price (USD)
06-08 October	Introduction to Annex 14	English	Abu Dhabi, UAE	950.00	1,400.00
07 October - 15 November	Online - Airport Environmental Management*	English	Online	1 600.00	2 400.00

	<u>Auditing</u>		Croatia		
14-18 October	<u>Airport Communications and Public Relations*</u>	English	Dublin, Ireland	1,600.00	2,400.00
20-24 October	<u>GSN 5 - Advanced SMS</u>	English	Abu Dhabi, UAE	1,450.00	2,100.00
27-31 October	<u>Airport Master Planning</u>	English	Abu Dhabi, UAE	1,450.00	2,100.00
27-31 October	<u>ACI/ICAO Aerodrome Certification*</u>	English	Abu Dhabi, UAE	2,000.00	2,000.00
28-30 October	<u>Managing Service Quality at Airports</u>	English	Beijing, PRC	950.00	1,400.00
28-30 October	<u>Airport Route Development and Marketing</u>	English	San Francisco, USA	950.00	1,400.00

To view the full calendar, [click here](#)

Or send us an email: training@aci.aero

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Upcoming Events



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