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1 August 2013

Airport Operations Diploma Programme

By Angela Gittens, Director General, ACI World

Dear colleagues,

It is with great pleasure that I announce the full launch of ACI's Airport Operations Diploma Programme. It is a first for ACI in that the Programme enables candidates to complete the entire diploma online, at their own pace, via ACI's Online Learning Centre. While we continue to receive glowing reviews on the quality and overall content of our popular training offerings that include: Airport Executive Leadership Programme, ACI-ICAO Airport Management Accreditation Programme and our Global Safety Network diplomas, we knew an element piece of the puzzle was missing—an on-line programme dedicated to airport operations.

The Programme is designed for both seasoned managers in need of refresher training on industry trends and best practices as well as managers new to the airport industry.

ACI's Airport Operations Diploma Programme provides participants with a sound understanding of the core competencies in airport operations, including airside, terminal and landside, and business operations.

The Programme consists of three courses:

1. Airside Operations, launched March 2012.
2. Terminal and Landside Operations, launched May 2013.
3. Airport Business Operations, launched July 2013.

To date, over 500 airport professionals from all world regions have enrolled in the courses, and over 78 candidates have confirmed their intention to complete the full Airport Operations Diploma Programme.

ACI remains fully committed to help its Members and World Business Partners reach their highest potential by virtue of our continued investment in the development of new and highly relevant training programmes.

Click here to download course flyer

For more information, on this and other ACI Global Training Programmes, as well on how you can enroll, visit: www.aci.aero/training or e-mail us at training@aci.aero

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AMPAP Graduation at the 2013 ACI World Annual Assembly in Istanbul

By Kevin Caron, Assistant Director, Global Training, ACI World

Photo: Group picture of the AMPAP Graduates during the graduation ceremony on 10 June 2013 at the 2013 ACI World Annual Assembly in Istanbul

2013 saw 117 airport executives receive their International Airport Professional (IAP) designation along with 5 AMPAP Associates.

The graduation ceremony took place on June 2013 in Istanbul, Turkey after ACI Annual General Assembly on Monday June 10th in front of an audience of airport leaders from around the world.

54 Graduates and Associates were present to receive their Diplomas from ACI World Director General Ms. Angela Gittens, Mr. Mohamed Elamiri, Deputy Director, ICAO Safety and Security Audits Branch, SITA`s Catherine Mayers and Dr. Pierre Coutu, AMPAP Programme Executive in front of an audience of over 400 senior airport executives.

On behalf of the entire team in Global Training, congratulations to all the AMPAP graduates of 2013!

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Leadership development for future executives

By Kevin Caron, Assistant Director, ACI Global Training

Historically, airports like most industries often looked at providing leadership development for the top tier executive team, happily unlike many other industries, airports have recognized the importance of not only developing the leadership competencies in this top tier but also for emerging executives to middle management.

This is an important revelation as airports see the need to invest in developing staff along with creating an internal pipeline of future leaders who will take on these executive roles to fill the void that will be left when the current executives move on. This latter group is well served with our Airport Executive Leadership Programme but something was needed for emerging executives and middle managers.

Airport Leadership Workshop (for non-executives)

ACI has partnered with The Ohio State University Fisher College of Business and Concordia University John Molson School of Business to provide an airport leadership workshop.

This 3 day leadership workshop is based on the findings of the National Academies' Airports Cooperative Research Program's published report on developing airport leadership programmes.

To serve our members it will be available in 2 delivery formats:

- Open workshop offered in Columbus Ohio 9-11 September
- In house workshop for an airport's management staff

This workshop is an interactive forum where current airport supervisory and management personnel will:

- Develop quality leadership competencies in preparation for future roles in executive leadership positions.
- Discuss current challenges in airport management.
- Participate in case-based activities that present both fundamental leadership skills and their application to the airport environment.

The workshop will be offered as an open workshop at The Ohio State University's Fisher College of Business and will be facilitated by the nationally recognized faculty focusing on leadership development, including Dr. Gregory Dale, Professor, Duke University and Dr. Oded Shenkar, Professor, The Ohio State University.

AIRPORT LEADERSHIP WORKSHOP UPCOMING DATES:
09-11 September 2013
Columbus, Ohio, USA
****Early bird discount until 15 August 2013: 1,995USD**
Regular Fee from 16 August onward, Members & WBP: 2250USD

For more information, on this and other ACI Global Training Programmes, as well on how you can enrol, visit: www.aci.aero/training or e-mail us at training@aci.aero

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Libyan Airports Authority receives ACI safety courses in Arabic

العربية

By Ali Tounsi, Secretary General, ACI Africa

Photo: Libyan Airports Authority (LAA) Students during the ACI Global Training courses on Understanding ICAO Annex 14" and "Safety Management Systems" from June 19-28, 2013 in Tunis, Tunisia.

It was my honor to address and congratulate all 24 distinguished delegates of the Libyan Airports Authority (LAA) for their successful completion of the ACI trainings "Understanding ICAO Annex 14" and "Safety Management Systems" held last June 19-28, 2013 in the city of Tunis, Tunisia.

This was the first time that ACI was able to provide training in the Arabic language. Over the course of 8 training days, the delegates engaged in lively discussions and exercises on relevant safety topics that tackled many practical safety issues based on airport operations and oversight.

ACI's lead instructor, Mr. Hatem Oueslati commented that he really enjoyed teaching LAA's personnel "who showed a lot of enthusiasm and eagerness to learn, with the objective of applying their knowledge learned to succeed in their project of certifying Libyan international airports."

Tunis-based ACI co-instructor Mr. Mohamed Ben Salah also added that "the delegates were very interested in the training and most of them were very happy as this was their first time to attend training. The Libyan students were very friendly."

While an airport visit was not possible at this time, it was noted that it will definitely be incorporated in the next course offerings.

I also had the opportunity to meet with Mr. Ramadan Abdulwahed, LAA Training Department Manager, who shared that overall, LAA was very pleased with the learning received, and they hope to have more ACI training courses organized in the near future.

The ACI Global Training team and I would like to thank all the delegates for their active participation and excellent rapport, and extend our sincere gratitude to L'Académie Tuniso-Francaise de Formation en Surete de l'Aviation Civile (AFSAC) for their efficient organization and administrative support as ACI's training venue on this occasion.

About our Safety Courses

Airport Council International (ACI) considers safety to be number one priority for airports and the aviation community. Our core functional expertise is dedicated to safety. Our Safety training portfolio provides airport operators and aviation executives the knowledge needed to ensure their airport operations are safe for their customers and employees.

About our In-house training courses

Our courses can be provided as an 'in-house' course or we can tailor a course based on the training needs of your airport. Should you require additional information please contact us at training@aci.aero

For more information, on this and other ACI Global Training Programmes, as well on how you can enroll, visit: www.aci.aero/training or e-mail us at training@aci.aero

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Latest GSN Silver Diploma Graduates

Group Picture - Course: GSN 1 - Safety Management Systems training, 9-13 June 2013, Abu Dhabi, UAE

ERRATUM. In the June issue of the ACI GT Newsletter, we unintentionally identified Mr. Ahmed Djama Barreh and Mr. Ibrahim Moussa Farah as GSN Initial Graduates from Abu Dhabi Airports Company. In fact, they are both from Djibouti International Airport. We sincerely apologize for this oversight and thank Mr. Barreh and Mr. Farah for kindly pointing out the error.

From left to right: Peter Hampson (ACI Instructor), Ahmed Djama Barreh (Djibouti International Airport), Khaled Abdulla Al Jaberi (ADAC), Bassel Abdul Hamid Hadak (ADAC), Marlon Oteyza Agaton (ADAC), Hussain Ali Saleh Omar Al Kindi (ADAC), Abdul Rahman Rashid Ali Al Hammadi (ADAC), Abdullah Essa Abdullah (ADAC), Abdulla Mohamed Abdulla Al Shehhi (ADAC), Ibrahim Moussa Farah (Djibouti International Airport).

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Featured ACI Global Training Steering Group Member

Danielle Michel
Director Membership Services and Events, ACI Europe

Danielle Michel joined ACI EUROPE in 1993 and is responsible for membership services and events. As ACI EUROPE's longest serving staff member, Danielle has experienced, as well as played a role in the evolution of the organisation, including membership growth; development of the World Business Partners Programme and the establishment of ACI EUROPE's annual programme of specialised conferences and exhibitions.

A trained interpreter and economist, Danielle has extensive experience in marketing and event organisation, and has developed a keen interest in leadership and human resources issues. She is a member of the ACI Steering Committee in charge of chartering the strategic direction of the Global Training offer. Before joining ACI EUROPE, she held several commercial positions with Diners Club, Nixdorf Computers, Hughes Aircraft and Merck Sharp & Dohme. A Belgian national, she lives in Brussels with her husband and their two children.

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Meet our Faculty

Dr. Oded Shenkar, The Ohio State University
Dr. Gregory A. Dale, Duke University

Dr. Oded Shenkar, The Ohio State University

Gregory Oded Shenkar holds degrees in East-Asian (Chinese) Studies and Sociology from the Hebrew University of Jerusalem and a PhD from Columbia University. He is the Ford Motor Company Chair in Global Business Management and Professor of Management and Human Resources at the Fisher College of Business, The Ohio State University, where he heads the international business area, and is also a member of the Centers for Chinese Studies and for Near East Studies. Professor Shenkar has been a Senior Fellow at the University of Cambridge, and has taught at the Chinese University of Hong Kong, Hong Kong University of Science & Technology, Peking University, University of International Business and Economics (Beijing), and the International University of Japan, among others.

Dr. Gregory A. Dale, Duke University

Gregory A. Dale, PhD is a Professor at Duke University. His primary focus is on Leadership, Performance and Team Culture as it applies to business and sports. He is also the Director of the Sport Psychology and Leadership Programs for Duke Athletics. In addition to his work at Duke, Greg provides educational programming and consultation for organizations and corporations around the world including Airports Council International, Airport Executive Leadership Programme, Dallas Fort Worth International Airport, IBM, Coach Inc., Northwestern Mutual, Pfizer, SKANSKA International, The World Bank, The United Nations and Habitat for Humanity International. Greg has written four books and has written scripts and served as the "expert" on a series of thirteen videos related to leadership and performance. Greg has been featured on Good Morning America, ESPN, MSNBC, Court TV and numerous national and international radio programs.

Dr. Oded and Dr. Gregory's upcoming course:

Airport Leadership Workshop (for non-executives)

09-11 September 2013

Columbus, Ohio, USA

Registration Fee Members & WBP: 2250USD

Registration Non Members: 2250USD

Register Now

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Featured ACI Training Venue

San Francisco International Airport (SFO)

About the Training Venue
Airport Code: SFO **Training Venue since:** April 2012 **Operator:** San Francisco Airport Commission **Airport Address:** San Francisco International Airport, San Francisco, CA 94128 **Airport Director:** John L. Martin Onsite Contact for training purposes: Derry Moten, Manager, Organizational Development & Training Programs

About SFO

San Francisco International Airport (SFO), the "gateway to the Pacific," is a world-class airport serving tens of millions of domestic and international passengers annually. One of the world's 30 busiest airports, SFO is committed to setting the standard for our industry. This includes being a leader in safety and security, customer

service and satisfaction, community relations, environmental commitment, quality of facilities, and financial and economic vitality. SFO was the first major U.S. airport to achieve 100 percent fully automated and integrated baggage screening. Today, efficient operations ensure passenger screening wait times are among the shortest in the nation.

SFO's brief history

- May 7, 1927: Mills Field Municipal Airport of San Francisco was dedicated on land originally leased from California banker D.O. Mills.
- June 9, 1931: Mills Field Municipal Airport of San Francisco is renamed San Francisco Airport.
- Pan American Airways moves its Pacific Division to the seaplane harbor at San Francisco Airport.
- September 1, 1970: Authority of the San Francisco International Airport is transferred from the Public Utilities Commission to a newly formed Airport Commission. The Commission's five-member body is appointed by the Mayor.
- April 14, 2011: Terminal 2 opens with Virgin America and American Airlines sharing the new 14-gate common-use facility.

SFO's interesting facts and figures

- On an average day at SFO, there are approximately 1,200 flight operations.
- SFO is the largest airport in the San Francisco Bay Area, and the second busiest in California.
- SFO has installed Hydration Stations in its terminals which allow passengers to refill their water bottles post security. These innovative stations provide free access to San Francisco's high-quality, great tasting tap water. This encourages the conservation of our natural resources and preservation of our environment by helping to reduce the solid waste created from single-use plastic water bottles.
- SFO's Terminal 2 (T2) is the first airport terminal in the US to achieve LEED® Gold certification under the US Green Building Council's (USGBC) Leadership in Energy and Environmental Design (LEED®) program.
- Approximately 30,000 people work at SFO. This makes the airport the largest employer in San Mateo County.

SFO's Awards

These is just a short list of some of the awards SFO received last year:

- Gold Award: Airport - Overall - Eco-Friendly "Green" Airport — Travel Weekly 2012 Magellan Awards
- Silver Award: Airport - Overall - Social Media — Travel Weekly 2012 Magellan Awards
- Best Airport in the Americas— Frequent Business Traveler GlobeRunner Awards
- Best Single Social Media Promotion— Travel + Leisure Social Media in Travel + Tourism Awards (SMITTYs)
- Best Airport Staff in North America— Skytrax

Airlines using the airport

AeroMexico, Delta, Singapore Airlines, Air Canada, Emirates, Southwest, Air China, EVA Air, Sun Country, Air France, Frontier, Swiss International, Air New Zealand, Hawaiian Airlines, TACA, AirTran Airways, Japan Airlines, United, Alaska Airlines, JetBlue United Express, American, KLM, US Airways, ANA (All Nippon Airways), Korean Air, Virgin America, Asiana, LACSA, Virgin Atlantic, British Airways, LAN, WestJet, Cathay Pacific, Lufthansa, XL Airways France, China Airlines, Philippine Airlines,
China Eastern, SAS

About San Francisco, California (USA)

San Francisco is a unique and breathtaking metropolis. From the famous icon of the Golden Gate Bridge to the exquisite art galleries at SFMOMA, the City takes pride in its unrivaled attractions, renowned museums, and its unique neighborhoods which are treasures of its own. Discover the variety of sites

shops, and restaurants that reflect the City's great ethnic and cultural diversity.

Some of San Francisco's main attractions include:

- **Golden Gate Bridge.** The Golden Gate Bridge is a suspension bridge spanning the Golden Gate, the opening of the San Francisco Bay into the Pacific Ocean. It is one of the most internationally recognized symbols of San Francisco, California, and the United States.
- **Alcatraz Island.** Alcatraz Island is located in the San Francisco Bay, 1.5 miles (2.4 km) offshore from San Francisco, California, United States.[2] Often referred to as "The Rock", the small island was developed with facilities for a lighthouse, a military fortification, a military prison (1868), and a federal prison from 1933 until 1963.
- **Chinatown.** San Francisco's Chinatown is the largest Chinatown outside of Asia as well as the oldest Chinatown in North America.
- **Napa Valley** is one of the premier travel destinations in the world and it is also considered one of the premier wine regions in the world. Breathtaking views abound at every turn – mustard in the late winter, picturesque rolling hills planted with vineyards year-round and wineries of every stature dot the landscape.

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Course Calendar August - September 2013

Date	Course	Location	Language	Member Price	Non-member Price
19-23 August	Airport SMS Implementation*	Hyderabad, India	ENG	1,600.00	2,400.00
25-29 August	Developing a Customer Service Culture at Airports*	Abu Dhabi, UAE	ENG	1,600.00	2,400.00
01-05 September	Advanced Airside Safety	Abu Dhabi, UAE	ENG	1,450.00	2,100.00
01-05 September	Collaborative Decision Making (CDM) Workshop	Abu Dhabi, UAE	ENG	1,450.00	2,100.00
01-05 September	Airport Communications and Public Relations*	Abu Dhabi, UAE	ENG	1,600.00	2,400.00
09-11 September	Managing Service Quality at Airports	Port of Spain, Trinidad & Tobago	ENG	950.00	1,400.00
09-11 September	Airport Leadership Workshop (for non-executives)	Columbus, USA	ENG	2,250.00	2,250.00
09-13 September	Advanced Airport Operations	Riga, Latvia	ENG	1,450.00	2,100.00
09-13 September	Aviation English	Incheon, South Korea	ENG	1,450.00	2,100.00
15-19 September	Airport Environment Management*	Abu Dhabi, UAE	ENG	1,600.00	2,400.00
16-18 September	Safety Risk Assessment	Panama City, Panama	SPA	950.00	1,400.00
16-20 September	GSN 5 - Advanced SMS	Bucharest, Romania	ENG	1,450.00	2,100.00
16-20 September	GSN 1 - Safety Management Systems	Hyderabad, India	ENG	1,450.00	2,100.00
16-20 September	Airport Revenue Generation*	Dublin, Ireland	ENG	1,600.00	2,400.00
23-27 September	Airport Master Planning	Istanbul, Turkey	ENG	1,450.00	2,100.00
23-27 September	Advanced Airport Operations	Beijing, PRC	ENG	1,450.00	2,100.00
25-27 September	Airport Carbon Management	Zagreb, Croatia	ENG	950.00	1,400.00
29 Sept - 03 Oct	GSN 4 - Working with Annex 14	Abu Dhabi, UAE	ENG	1,450.00	2,100.00
30 Sept- 02 Oct	Airport Ground Handling Slots	Istanbul, Turkey	ENG	950.00	1,400.00

*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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