ACI GLOBAL TRAINING NEWSLETTER

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30 August 2013

ACI Developing Nations Airport Assistance Programme (DNA)
"Terminal Operations"
Incheon, Republic of Korea, 8-12 July 2013

By Kevin Caron, Assistant Director, Global Training

Photo: First ACI-DNA Assistance Seminar in Incheon, South Korea, 8-12 July 2013

The first ACI-DNA Assistance Seminar of 2013 in the Asia-Pacific Region was jointly organized with our colleagues ACI Asia-Pacific and the Incheon Airport Academy.

Unlike past DNA three-day seminar formats, the delegates - representing eight member airports—had the added benefit of participating in a 5-day intensive seminar this time around. Topics such as Terminal Planning and Design, Customer Service Strategy, Terminal Security Operations and Airport Environment Management were each covered by Incheon Airport Academy subject matter experts (totalling 9 instructors).

Prior to the course start, the students were expected to prepare a country report and a 15-minute presentation for the seminar, briefly summarizing their respective nations, organizations, and the status of terminal operations in their airports. This was definitely beneficial as it promoted what we believe to be a cornerstone of all our trainings—the exchange of knowledge and best practices!

It was not all hard work during the 5 day seminar. The participants were treated to a visit of Incheon's Terminal Facility Operations as well as a guided tour of Seoul where they were even able to participate in a Korean tea ceremony (or darye) in traditional dress! As many of the participants were able to attest, the opportunity to sneak a greater peek into our host country's culture definitely served to enrich the overall training experience for all.

On a final note, ACI would like to thank Ms. Song-yee Han, Global Training Team Manager and the dedicated team of professionals at Incheon International Airport who provided first rate support and facilities to the participants.

To consult the list of upcoming ACI-DNA Assistance Seminars, please click here.

About ACI Developing Nations Airport Assistance Programme (DNA)

With the accelerating growth of aviation worldwide, the need to increase airport excellence in the fields of management, economics, safety, security and operations in developing countries is also growing. In order for ACI to play an even stronger role and to increase the capacity already provided by the semi-annual ACI Fund seminars, the World Governing Board has approved the creation of an additional programme known as the ACI Developing Nations Airport Assistance Programme (ACI DNA).

ACI Developing Nations Airport Assistance Programme (DNA) Mission
Lead ACI's effort to provide assistance to member airports in developing countries.

ACI Developing Nations Airport Assistance Programme (DNA) Mandate

- Manage ACI's assistance programme effectively to achieve meaningful, sustainable results and engage in development of ACI member airports in developing countries, enabling those members' effort to realize their development objectives.
- The ACI DNA Programme's objective is to support member airports in developing countries. It will do so by aiding airport initiatives that are sustainable, have impact, and bring results to those airport members.
- This will be achieved by working with ACI's regional offices in ACI Africa, ACI Asia-Pacific and ACI Latin America Caribbean along with CIFAL-Atlanta United National Institute for Training and Research (UNITAR).

For more information on this ACI Programme click here or e-mail us at dna@aci.aero

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Wildlife Hazard Management Course
Johannesburg, South Africa, 19-21 August 2013
By Peter Hampson - ACI Instructor

Photo: Group picture of the students who attended Wildlife Hazard Management Course Johannesburg, South Africa, 19-21 August 2013

If you were to ask most people the question - "Where in the world would be an ideal venue for hosting a Wildlife Hazard Management Course? The chances are they would say the continent of Africa and probably Johannesburg's O.R. Tambo International Airport.

It was therefore with great delight that we were invited as ACI instructors to deliver the Wildlife Hazard Management course at Airports Company South Africa's (ACSA) O.R. Tambo Airport in 19-21 August 2013.

Indeed, it soon became evident that other ACI member airports also had the same thought process, as within

arranged for the following week!

With delegates from airports in South Africa, Nigeria and Israel in attendance, the scene was set for a great course with plenty of discussion, exchange of views on new techniques and "best practice" being used to reduce the Wildlife Hazard at our airports.

The lead ACI Instructor for the course was Debbie Riley, who holds a degree in Animal Science and has implemented Wildlife Hazard Management Plans (WHMP) for airports in Europe, Middle East and Africa.

The Course opened with a review of Bird and Wildlife strikes at airports from around the world, highlighting the lessons learned and the importance of implementing customized WHMPs relevant to the airports environment and specific Wildlife threat.

The participants were then taught the principles of evaluating various wildlife risks (in accordance with the ACI Handbook and ICAO risk assessment processes). This was followed by a number of Group exercises to assess the wildlife hazards at an airport and implement appropriate mitigation. Further sessions followed on different Bird Scaring techniques, the importance of record keeping and analysis and how new technology is being added to the various "tools" used by airport Wildlife Management departments.

A highlight of the Course was a practical session on the airfield at O.R. Tambo with the Wildlife Team who were pleased to show the delegates how they have trained Springer Spaniel and Border Collie dogs to reduce the hazard at Africa's busiest airport.One could ask "how do you follow that?" Well the following day a live snake was brought into class and all the delegates got close up and personal to this beautiful yet potentially highly dangerous species. It is Africa after all!

Photo: Actual picture taken during the students' visit of O.R. Tambo Airport's airfield as part of the course practical session

On the final day of the course the delegates were treated to a number of fascinating Case Studies from airports around the world prior to participating in an intensive Aerodrome Safeguarding exercise which allowed them to put their weeks learning into practice.

Upcoming dates for the "Wildlife Hazard Management" course:

Dates: 20-22 October 2013
Location: Abu Dhabi, UAE
Registration Fee Members & WBP: 950USD
Registration Non Members: 1450USD

Click here to register

Latest Update: Airport Operations Diploma Programme

Register online at http://www.olc.aero/ or contact enrolments@olc.aero for more information

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ACI's new Association Management System (AMS) database

On August 19, ACI moved over to a new AMS database that runs on a platform called Microsoft Dynamics CRM. With this new software, it will allow ACI to have a comprehensive management solution that consolidates all our data, tools and resources in a centralized database system which streamlines our operations in order to provide exceptional customer service to our members.

In Phase 1 of the migration to the new AMS, we have successfully completed the migration of all our records in the previous database. In the next few months, we will be preparing for Phase 2, which will offer our members an online portal created around their own profile.

Some of the benefits of having your own customer portal in Phase 2 are:

Online Registrations for Meetings and Events
Members, World Business Partners, sponsors and other customers can easily sign up to attend events or register for a course online directly within your website. Real-time confirmation and invoice generation will be automated to provide a timely and efficient service.

Extensive Professional Development, Education and Certification Tracking
Our customers will enjoy direct and real-time access to their continuing education information to track and update

their progress, renew certifications and generate complete transcripts. With online course registration, our members will always know exactly what they need to further their industry education and certifications.

ACI have targeted the launch of Phase 2 of our new AMS for Q1 2014.

We look forward to your participation and introduction to this system as we seek to find new ways to serve you better.

For more information on the new AMS, please contact training@aci.aero

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ACI/ICAO Aerodrome Certification Course (AMPAP Elective)

In accordance with ICAO International Standards and Recommended Practices as detailed in Annex 14 and Doc 9774, all aerodromes should be certified by the State and licensed for use. This course explains the certification process applied by State regulators and exactly what aerodromes need to do, not only to become "certified" but to remain certified as traffic grows and the aerodrome expands for the future.

Course content

- Why certification?
- International standards and regulations
- The aerodrome manual
- Aerodrome physical characteristics
- Safety management systems and emergency planning
- Documentation and record keeping
- Staff training and auditing
- The certification check list and process
- Case studies and live group exercises on the aerodrome

Upcoming dates:

Dates: 27-31 October 2013
Location: Abu Dhabi, UAE
Registration Fee Members & WBP: 2000USD
Registration Non Members: 2000USD

Click here to register

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Featured ACI Global Training Steering Group Member
Natalie Tsang

Manager - Human Resources & Administration and Personal Assistant to Regional Director, ACI Asia-Pacific

Natalie Tsang joined ACI Asia-Pacific in August 2008 and has recently been promoted to the role of Manager - Human Resources & Administration / Personal Assistant to Regional Director.

Natalie is responsible for managing and developing programs related to training and

talent development. She is also in charge of the secretarial support to the Small and Emerging Airports Network and ASQ program within the region as well as the office administration of the ACI Asia-Pacific Regional Office.

Natalie has been involved in the organization of several major regional events including the Regional Assembly, Conference and Exhibition since 2009 and the Small Airports Seminar in Hyderabad in 2012. In her new role as Manager - Human Resources & Administration, she is looking forward to further contribute to the enhancement of the regional training needs and event organization to better serve the members.

She has a Bachelor of Business Administration degree in Hotel and Tourism Management from the Chinese University of Hong Kong, and is currently pursuing a Postgraduate Diploma in Professional Accounting.

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Meet our Faculty
Maria Viegas

Maria Viegas is a practicing lawyer since 1995 and she has developed an intense consulting activity in the airport law field. She is a lawyer at the legal affairs department of the Portuguese Airport Operator (ANA- Aeroportos de Portugal, SA) since 1998 and a senior manager since 2009 and most of her work has been related with the application of EU legislation and its transposition to national law. Maria Viegas has a large experience with handling issues, airport licensing procedures and airport charges, both from a practical and legal perspective. She graduated in the LLM in Air and Space Law at Leiden University in the Netherlands and submitted her master thesis on the following topic: The EU ground handling legal regime and its relationship with EU competition law.

Maria José Viegas has been invited to participate in international conferences and she is the author of several legal articles related with her practicing field. She is also a member of ACI – Ground handling taskforce.

Maria's upcoming course:

Airport Ground Handling Regulations and Slots
Dates: **30 September - 02 October 2013**
Location: **Istanbul, Turkey**
Registration Fee Members & WBP: 950SD
Registration Non Members: 1400USD

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Airport Ground Handling Regulations and Slots

NEW COURSE

This overview course provides a clear and concise interpretation of the obligations that airports in the European Union are required to adhere regarding the organization and function of ground handling market and slots. The existing EU Law will be fully explained as well as the proposals of the European Commission on ground handling market and slots under the 4th airport package. Details of the most important changes on the function of the groundhandling and slots market will be provided and discussion of its consequences to the managing bodies of the airports and the slots coordinator will take place.

The course provides useful content for all EU airport managers, team leaders and lawyers who need to understand the organization of groundhandling and slots market and specifically respond to the needs of airports

Course content

- Overview of Council Directive 96/66/EC of 15 October on access to the groundhandling market at Community Airports and its consequences.
- Draft of EU Regulation on Groundhandling Services –Overview and consequences on the groundhandling market.
- Main issues under both regimes (definitions):
  - Groundhandling for third parties;
  - Self handling;
  - Approval procedure and its consequences;
  - Limitations to the number or groundhandling agents in the market;
  - Selection of suppliers;
  - The managing body of the airport – Its rights and obligations in the groundhandling market

Upcoming dates:

Dates: 30 September - 02 October 2013
Location: Istanbul, Turkey
Registration Fee Members & WBP: 950SD
Registration Non Members: 1400USD

Click here to register

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Course Calendar - October 2013

Date	Course	Location	Language	Member Price (USD)	Non-member Price (USD)
06-08 October	Introduction to Annex 14	Abu Dhabi, UAE	English	950	1400
07-09 October	Passengers with Reduced Mobility (PRM) – Workshop for Experienced PRM Assistance Managers	Krakow, Poland	English	950	1400
07-11 October	ACI/ICAO User Charges*	Kuala Lumpur, Malaysia	English	2600	2600
07 October -15 November	Online - Airport Environmental Management*	Montreal, Canada	English	1600	2400
14-18 October	GSN 6 - Aerodrome Safety Compliance and Auditing	Zagreb, Croatia	English	1450	2100
14-18 October	Airport Communications and Public Relations*	Dublin, Ireland	English	1600	2400
20-22 October	Wildlife Hazard Management	Abu Dhabi, UAE	English	950	1400
20-24 October	GSN 5 - Advanced SMS	Abu Dhabi, UAE	English	1450	2100
21-23 October	Security and Facilitation	Riga, Latvia	English	950	1400
21-25 October	Developing a Customer Service Culture at Airports*	Kuala Lumpur, Malaysia	English	1600	2400
27-31 October	Airport Master Planning	Abu Dhabi, UAE	English	1450	2100
27-31 October	ACI/ICAO Aerodrome Certification*	Abu Dhabi, UAE	English	2000	2000
28-30 October	Managing Service Quality at Airports	Beijing, PRC	English	950	1400
28-30 October	Airport Route Development and Marketing	San Francisco, USA	English	950	1400

To view the full calendar, click here

Or send us an email: training@aci.aero

Click here to register for Abu Dhabi courses

Events Calendar

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