training@aci.aero September 2012 Edition ACI Global Training

AMPAP Graduation at the ACI World Annual Assembly

By Kevin Caron, Assistant Director, Global Training

2012 was a stellar year for ACI Global Training as 53 airport executives received their International Airport Professional (IAP) designation along with eight AMPAP Associates.

The graduation ceremony was held in Calgary, Alberta, Canada following the ACI Annual General Assembly on Monday, 10 September. In attendance was an audience of airport leaders from around the world.

ACI World Director General Angela Gittens, ICAO's Henry Gourdji, Chief of the Continuous Monitoring & Oversight Section and SITA's Catherine Mayer presented diplomas to 29 Graduates and Associates. I am happy to note that four ACI employees were also awarded diplomas, which stands as testament to the value ACI places on this joint ICAO programme.

On behalf of the Global Training Team, congratulations to all AMPAP 2012 graduates!

Calgary Hosts First World Human Resources Forum

By Nancy Zimini, SVP Administration and Operations, ACI-NA

Amy Armstrong, Chief People Officer for Nashville International Airport extended a warm welcome to human resources executives from all over the world who attended the first World Human Resources Forum. The Forum was held on Sept. 9 in Calgary in conjunction with the 2012 ACI-NA/World Conference & Exhibition.

All ACI Regions were represented: Asia-Pacific, Africa, Latin America, Europe, and North America. Participants included individuals from countries including Abu Dhabi, India, Australia, Indonesia, Tokyo, Istanbul, Germany, France, and Japan.

This one-day inaugural event discussed common strategic global issues such as: employer branding, "How to Become the Employer of Choice", employee

engagement management, crisis management, and cultural diversity and talent.

During the Employer Branding and Employee Engagement sessions, attendees were taken by surprise when speakers asked questions such as “Why would anyone want to be employed by you?”, and “Are your employees champions of the brand (and if they are, you will create a team of recruiters)?”

Discussions also surrounded the importance of communication, communication, and more communication. In addition to how investing in your talent through training creates value and commitment from your employees and ultimately for your “brand.”

In North America, diversity is usually thought of in a workforce as race, gender, etc. This is quite different in other parts of the world where managing diversity may mean dealing with dozens of different languages, cultures, and religions. However, in the Culture Diversity and Talent session, the discussion not only identified these differences but also covered some best practices in managing these types of workforces.

The First World Human Resources Forum was a great success and we look onwards to 2013 where we hope to have greater participation from our worldwide members.

For information on the Human Resources course that ACI Global Training offers, please feel free to contact us at training@aci.aero

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Certificate in Airside Operations

By Eddie Ragauskas, Manager, Online Learning Centre

Personnel working on the airside are responsible for many complex tasks that ensure safe, secure and efficient airside operations.

ACI is happy to report that over 200 personnel from airports throughout the world have enrolled in the ACI Certificate in Airside Operations program.

The program took over nine months to develop involving input from member airports, subject matter experts, ACI Committee Members and ACI staff and produced seven course modules consisting of over 1,250 eLearning screens.

Course Modules

Module 1 - Airside Infrastructure, Facilities and Personnel
Module 2 - Safety Management
Module 3 - Airside Operations
Module 4 - Emergency Management
Module 5 - Airside Security
Module 6 - Airside Operations and the Environment
Module 7 - Industry Safety Performance Indicators

Each training module includes an integrated online assessment; candidates must successfully complete all seven assessments to receive a Certificate of Completion.

Duration
Approximately 15 hours of self paced eLearning

Enrolment Fee
$695.00 USD

"I have just finished the ACI Course in Airside Operations... It is very good! it features nice and useful information... I particularly liked the Environment Module. Congratulations!"

José Cavaco
Terceira- Açores

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

First ACI Advanced GSN Diploma Graduate

By Melisa Monje, Manager, Global Training

From left to right: Mrs. Debbie Riley, Mr. Nauris Klauza and Mr. A. Aravanis

At the beginning of this year, ACI enhanced the well established and popular Global Safety Network (GSN) Programme, by launching a further three “Advanced” modules, entitled GSN 4 – Working with Annex 14, GSN 5 – Advanced SMS and GSN 6 – Aerodrome Auditing and Compliance.

We are delighted to announce that the first Gold Diploma was awarded to Nauris Klauza from Riga Airport on the 14th September 2012 following completion of his final Module: GSN 4 – Working with Annex 14. The diploma was awarded at Athens Airport by Mr. A. Aravanis (Athens Airport Chief Operations Officer) and Debbie Riley (ACI Instructor from Airport Solutions).

Upon completion of the module, Nauris commented that "Having completed all of the GSN Modules, I can without a doubt highly recommend them to other airport managers and staff. On a personal basis, I have really increased my knowledge in all aspects of Airport Operations and Safety which has not only been of great value to me but to my airport at Riga, as we are now moving ahead with confidence in our SMS". He also highlighted the many case studies given in the GSN Modules and the opportunity for discussions between like-minded aviation professionals as being key tools for learning.

In awarding the Diploma, Debbie said that "Nauris had attained a high level of competence in Airport Safety Management,” which had been duly recognised by the fact that he is the very first person to receive the prestigious Advanced Gold Diploma.

For more information on the GSN Diploma Programme, please click here.

Meet our Faculty

Debbie Riley

Debbie Riley is one of several instructors from Airport Solutions who deliver the ACI Global Safety Network Programme and several Certificate Courses for ACI, including Introduction to/Advanced Working with Annex 14, Accident and Incident Investigation for Airport Managers, Runway Incursion Awareness and Prevention. Having undertaken similar implementation projects at several airports around the globe she is very well qualified in Safety Management Systems (SMS) and takes pleasure in sharing her experiences on the various ACI Courses.

Debbie has over 25 years of expereince in Airport Management, specialising in Airport Planning, Emergency Planning and the development of Operational Procedures. Her skills are frequently called upon to develop “Safety Cases” for aerodrome works which enable airports to operate safely whilst major developments and maintenance takes place. She also has recently wrote the Safety assurance procedures for several new Runways and Runway resurfacing projects.

Prior to founding Airport Solutions Debbie held a number of Positions at Manchester Airport (UK) including: Airport Policy and Planning Manager, Operations Duty Manager and Airport Planner. Debbie has also worked at Blackpool Airport in the UK as Airport Operations Director and served in the Royal Air Force as a Fighter Controller. Having undertaken similar implementation projects at several airports around the globe, she is very well qualified in SMS and takes pleasure in sharing her experiences on the various ACI Courses.

As a long-time ACI training partner, Debbie is looking forward to taking an active part in the delivery of the new GSN Modules: 4,5 and 6 for the remainder of 2012 and beyond.

Debbie's upcoming courses:

Dates	Course	Location	Language	Price
7-11 October	Airport Master Planning	Abu Dhabi, U.A.E	English	1000euros/1400usd
22-24 October	Introduction to Airport Master Planning	Incheon, South Korea	English	650euros/910usd

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Featured ACI Training Venue

Montréal Trudeau International Airport (YUL)

The birth of Montréal–Trudeau Airport dates back to the early 1940s. At the time, it was becoming clear that Saint-Hubert Airport, in operation since 1927, could no longer meet the city's growing aviation needs. At that time, the Federal Transport Department purchased the former Dorval Race Track land, thus ensuring the best possible location for the new airport.

Dorval Airport - as it was known - became operational on September 1, 1941, with three paved runways. By 1946, the airport was already handling more than a quarter of a million passengers a year. This number grew to more than a million by the mid-1950s thus making Dorval the busiest and the largest civilian airport in Canada during this period.

On December 15 1960, the new terminal was officially opened. Montréal–Dorval was the largest airport in Canada and became the gateway to Canada for all European air traffic, serving more than two million passengers a year by 1961.

Renamed Montréal-Pierre Elliott Trudeau International Airport in 2004, the airport has undergone several transformations over the years. A long-term planning exercise conducted in 2011 suggests that this vital infrastructure still has many decades of growth ahead.

Since 2010, each year some 30 air carriers transport more than 13 million passengers via Montréal-Trudeau; there are direct flights to and from about 130 regular and seasonal destinations in Canada, the United States and internationally. Owing to its geographic location, Montréal is a major hub for air traffic between Canada and Europe.

20 years of entrepreneurship and partnership 2012 marks Aéroports de Montréal's (ADM) 20th anniversary, as it was on August 1, 1992 that ADM assumed the management, operation and development of the Montréal -Trudeau and Montréal -Mirabel airport's. Since that time, ADM has successfully overcome many challenges, developed enviable expertise in several areas, and today is recognized as an accomplished airport manager.

The President and Chief Executive Officer, Aéroports de Montréal is Mr. James C. Cherry.

About Montreal

Montréal the metropolis has everything a big city can offer. But Montréal is also one-of-a-kind, a multicultural city that blends its French accent with that of over 80 other ethnic communities and charms visitors with its Euro-American ambiance.

Montréal is also innovative and invigorating, offering a whirlwind of cultural creations, both traditional and modern. Its downtown bustles with life at the foot of its mountain, while history is rooted in the old quarters near the river.

With its year-round party atmosphere, Montréal beats to the rhythm of its festivals: jazz, comedy, cinema, fireworks and more! The city beckons you to

Picture : Montréal skyline/ Credit : © Tourisme Montréal, Stéphan Poulin

discover its fashionable boutiques and famed cuisine, over 30 km (18 mi.) of indoor pedestrian walkways, and its lively casino. Stroll through its colourful streets and typical neighbourhoods representative of a mosaic of nations, take a ride along one of its many bicycle paths (over 660 km / 400 mi. in the region), party in its inviting bars... Montréal? Oui, s'il vous plaît!

Tourist Attractions

Old Montréal. Once a fortified city, Old Montréal is today a safe and vibrant community of hotels, restaurants, boutiques, rich in 17th & 18th history and charm - truly unique in North America.

Montréal Museum of Fine Arts. The Montréal Museum of Fine Arts houses an impressive collection of almost 36,000 pieces by Canadian and international artists, representing painting, sculpture, photographs, and decorative art objects from Antiquity to today.

Underground City. The Underground City is a sheltered complex that covers over 12 km, made up of 33 km of paths, in Montréal's downtown. This subterranean network connects metro stops, major department stores and other Montréal attractions.

Montréal Biodome. The Montréal Biodome is a fascinating museum that recreates the world's four ecosystems: Tropical Rainforest, Laurentian Maple Forest, Gulf of St. Lawrence, and the Sub-Polar Regions.

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ACI Global Training Staff

Eddie Ragauskas
Manager, Online Learning Centre
Airports Council International

Eddie Ragauskas has extensive commercial experience in the areas of Business, Education and Information Technology. In October 2007, he was appointed Manager of ACI's Online Learning Centre (OLC). As manager he is responsible for the development and delivery of web based online training services to the global airport industry.

Eddie is a founding director and Chief Executive Officer of Ceventas Pty Ltd – a global online training company based in Australia. Previously Eddie was Public Sector Client Executive for Fujitsu Australia Limited and has held management and leadership roles in various Information Technology companies and Educational institutions throughout the past 25 years.

Eddie holds a Bachelor of Education and Masters Degree in Educational Policy and Development.

ACI AIRPORTS COUNCIL INTERNATIONAL Online Learning Centre www.olc.aero ceventas

MBJ Airports Limited - Striving for Excellence through online training

MBJ Airports Limited and the ACI Online Learning Centre are working together to provide online training services to MBJ staff in Jamaica.

In 2011 MBJ delivered 400 hours of training to 126 staff members in the areas of Airport Safety and Security, the handling of Dangerous Goods, Commercial Development, Environmental Management and a range of Business, Project Management and Information Technology skills.

In 2012, MBJ plans to deploy new courses including the ACI Certificate in Airside Operations and the new Passengers with Disabilities and Reduced Mobility training.

Newly appointed Human Resources Manager, Kerone Barnett-Jackson stated that:

"Working within an industry with few local players restricts the general demand for training programmes specific to aviation. ACI provides excellent opportunities to have our employees remotely enrol in programmes that are not readily available in the traditional face to face and local format. We are able to keep our employees current and abreast of new developments within the industry, sharpen their knowledge and skills, and prepare them to respond readily to a dynamic environment where we strive to exceed our customer's needs and expectations."

MBJ Airports Limited is a partnership between Abertis Airports and Vancouver Airport Services, both leaders in airport management. MBJ operates the Sangster International Airport in Montego Bay, the leading tourism gateway to the island of Jamaica.

For more information about MBJ Airports visit www.mbjairport.com

For more information regarding ACI's online training programs visit www.olc.aero

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Course Calendar October - November2012

Dates	Course	Location	Language	Price
17-19 October	Introduction to Airport Master Planning	Brussels, Belgium	English	650EUR/910USD
22-24 October	Introduction to Airport Master Planning	Incheon, Korea	English	650EUR/910USD
29-31 October	Runway Incursion Awareness and Prevention	Kuala-Lumpur, Malaysia	English	1000EUR/1400USD
11-15 November	GSN 3 Emergency Planning and Crisis Management	Abu Dhabi, U.A.E	English	1000EUR/1400USD
11-15 November	Aerodrome Certification	Abu Dhabi, U.A.E	English	1000EUR/1400USD
12-14 November	Passengers with Reduced Mobility Workshops	Zagreb, Croatia	English	650EUR/910USD
12-14 November	Airport Non-Aeronautical Revenues	Istanbul, Turkey	English	650EUR/910USD
18-22 November	Airport Environmental Management*	Abu Dhabi, U.A.E	English	1000EUR/1400USD
18-22 November	GSN 6 - Aerodrome Safety Compliance and Auditing	Abu Dhabi, U.A.E	English	1000EUR/1400USD
19-23 November	GSN 5 - Advanced SMS	Hyderabad, India	English	1000EUR/1400USD

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

To view the full calendar: click here
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