



## Headlines

1. [Community engagement](#)
2. [New Learning Management System - Coming Soon!](#)
3. [Airport Executive Leadership Programme \(AELP\)](#)
4. [First Global Safety Network \(GSN\) Gold Diploma Graduates from Africa](#)
5. [Course calendar](#)

**27 August 2014**

### Community engagement

By Xavier Oh, Senior Manager, Environmental Protection



Many airports engage their neighbouring communities. While some publish annual environment reports, others might have websites on sustainability initiatives, community liaison groups or noise forums.

Some engagement is related to specific projects such as an expansion proposal; other engagements might be general and related to on-going operational information. Sometimes community consultation is required by planning law; sometimes it is conducted on a voluntary basis.

Engagement can simply be providing information or it can involve exchanging information and views between parties. Collaborating usually means that exchanged information is taken into account in decision-making.

In most cases noise is the most important concern of residents. Other issues can include air and water quality, land management, safety and security, habitat and wildlife, and heritage, archaeological and cultural issues.

While a cynic may view such initiatives as self-serving public relations or “spin”, I believe that the modern realities of building a sustainable aviation industry means that airport operators (and the aviation industry) can and should engage in constructive engagement and with open and transparent intentions.

Airports should recognise themselves as an integral part of the community they serve and take ownership of the benefits and impacts that they bring to the economy, society and the environment.

Trust is also built as community members feel that their opinions are heard and heeded—that their concerns get addressed. The airport operator needs to work in partnership with the communities it serves.

ICAO’s Committee on Aviation Environmental Protection (CAEP) is conducting a study on community engagement and ACI member airports are invited and encouraged to submit case studies via an on line survey available at <http://www.surveygizmo.com/s3/1618400/Community-Engagement-Survey>.

Additionally, ACI offers an Airport Environment Management course, which discusses the importance of

community engagement and enables participants to better understand the principles of sustainable development and environmental management. It covers the key environmental impacts associated with airport operations and growth, the benefits gained from effective environmental management and the essential elements of implementing an Environmental Management System at your airport.

**Upcoming Environmental Course:**

Course: **Airport Environmental Management (AMPAP Elective)**

Dates: **28 August–02 September 2014**

Location: **Abu Dhabi, UAE**

Registration Fee Members & WBP: **US\$1600**

Registration Non Members: **US\$2400**

For more information on this course, kindly contact us at [training@aci.aero](mailto:training@aci.aero)

[Back to top](#)



**Second 2014 offering of Airports Executive Leadership Programme will take place in Abu Dhabi from 9 November 2014 to 11 January 2015**

This year marked one of the most successfully attended Airport Executive Leadership Programme (AELP) offerings, with participants from Belgium, Indonesia, Nigeria, Tanzania, Togo and the United States.

A unique career-building opportunity for future leaders of the global airport industry, AELP is offered by ACI in collaboration with the John Molson School of Business (JMSB) of Concordia University, Montreal Canada.

Don't miss your chance to take part in this exceptional programme!

**This programme is equal to two electives for the Global ACI-ICAO Airport Management Professional Accreditation Programme (AMPAP).**

**Successful participants will receive a joint ACI/JMSB-Concordia University Certificate.**

[Click here](#) for additional information or email us at [training@aci.aero](mailto:training@aci.aero)

[Back to top](#)



**Online Learning Centre**  
www.olc.aero



**New Learning Management System - Coming Soon!**

The ACI Online Learning Centre (OLC) is upgrading to a great new Learning Management System in October 2014.

The Learning Management System is the critical software that manages your OLC account and course library, tracks your progress and issues your

certificates.

After months of searching and testing we have selected a fantastic new system that will provide more functionality, improved performance and a great new user experience.

#### **What will happen to my OLC Training Account?**

All users who are enrolled in current training will be migrated to the new system.

Each user will receive an Account Activation email that will ask them to set a password for the new system and activate their account.

You will then be able to continue the same training courses in the new system.

#### **What will happen to my courses?**

All "Not Attempted" and "Incomplete" courses and modules will be migrated to your new OLC account.

Please note that incomplete modules will be reset to not attempted, so make sure that you pass the Assessment before the cut-over date or you will need to start the module again.

Completed courses will not be migrated so we suggest that you save and print any certificates that you need before the cut-over date.

#### **When will the cut-over occur?**

The cut-over to the new system will occur on Saturday and Sunday, 18 and 19 October 2014.

OLC systems will NOT be available on these days.

#### **When will my new OLC account be available?**

You will be able to activate your new account from Monday, 20 October and then proceed with your training.

#### **What will happen to my Training History?**

Don't worry - The OLC will retain all training records that are in the current system.

#### **Questions?**

If you have any questions regarding the migration please do not hesitate to contact us at [support@olc.aero](mailto:support@olc.aero) and we will be happy to help.

[Back to top](#)

---

**Meet our first Global Safety Network (GSN) Gold Diploma Graduates from Africa**

**By Issa Castro, Manager, Global Training**



Michelle Erasmus, Corporate Specialist: Aviation Services & Technical Policy and Ben Naidoo, Manager, Technical Training, ACSA Training Academy



Lizelle Arlow, Chief Training Officer, ACSA and Ben Naidoo, Manager, Technical Training, ACSA Training Academy

Earlier this month we welcomed the first two GSN Gold graduates to the GSN community from Airports Company South Africa (ACSA). Lizelle Arlow, Chief Training Officer, and Michelle Erasmus, Corporate Specialist: Aviation Services & Technical Policy, were both presented with their diplomas on the last training day of the GSN 3: Emergency Planning and Crisis Management, held 4 to 8 August 2014 in Johannesburg, South Africa. Ben Naidoo, Training Manager for ACSA, and ACI Instructors Peter Hampson and Debbie Riley, were on hand to award the diplomas.

This is a significant achievement for both Michelle and Lizelle, having not only completed all six GSN courses to obtain the GSN Advanced Diploma, but for also becoming the first GSN Gold graduates from the Africa region. Congratulations!

#### **Meet our first Gold Diploma Graduates of the Africa Region**

We recently touched base with both of the graduates to commend them, congratulate them and to ask about how this whole experience has helped them:

**Issa Castro (Manager, Global Training):** After your successful completion of the GSN 5: Advanced Safety Management Systems training in Johannesburg earlier this year (Michelle in February; Lizelle in June), you both officially completed all the GSN courses required to obtain the GSN Advanced Diploma. Congratulations! This is a significant accomplishment and an important milestone in your professional life.

**Lizelle Arlow:** Thank you for your kind words, and I absolutely agree that receiving my Gold Diploma is quite an important milestone in my professional life. I am grateful to ACSA for investing in my future development and ensuring that I am equipped with the relevant knowledge and skills to perform my duties effectively and efficiently.

**Michelle Erasmus:** For me, the GSN Diploma is a personal achievement, and it is an honour to have been one of two people to receive it on the African continent. This was possible as a result of support from a number of people within our organization.

**Issa:** Please describe your overall experience with GSN training. What will you remember the most?

**Lizelle:** I remember most that the content of each course was extremely informative, and at times challenging, but with the guidance of competent facilitators, I was always reassured of any questions I had. I also enjoyed the activities immensely, and the networking between all learners—both internal and external. The activities allowed me to understand how to apply strategies and how to execute them.

**Michelle:** The overall experience was interesting and interactive, with a practical facet to ensure that the learner understands the theory in addition to being able to implement the leanings successfully. GSN 3: Emergency Planning and Crisis Management is the module that stands out above the rest—it was extremely exciting and the practical aspect is really something to experience.

**Issa:** How will this achievement help you in your future?

Michelle Erasmus is responsible for Aviation Safety Training and Emergency Preparedness Training for all

ACSA Airports, and therefore the knowledge gained will be shared and implemented through our training sessions. It will also be beneficial on my personal trainer résumé with regard to future training endeavours between the ACSA Training Academy and external stakeholders.

**Michelle:** This achievement will allow me to give something back to ACSA, who has made it possible for me to obtain the GSN Gold Diploma. This achievement has equipped me with the ability to make sure that my future reasoning will be based on that which I have learned.

**Issa: Would you recommend this training programme and why?**

**Lizelle:** I definitely will recommend the training programme to all ACSA employees as it is recognized worldwide, and it covers a wide spectrum of safety aspects. It enables you to apply your work successfully.

**Michelle:** I would certainly recommend this training programme as each GSN module equips one with the necessary skills to ensure that safety remains the main focus in operations.

**Issa: We are happy that ACI has helped you in more ways than one! The success of the GSN Diploma Programme is only possible through professionals like you who are dedicated to sharing your knowledge and experience with others to keep airports safe. Any final thoughts?**

**Lizelle:** I'd like to express my sincere thanks once again for the opportunity that was given to me, and I promise to give my best when delivering on the training that I have received!

**Michelle:** Last but not least, I would like to take the opportunity to thank ACSA and everyone involved for their support in making this achievement possible.

[Back to top](#)

## Course Calendar September 2014

Date	Course	Language	Member Price USD	Non-member Price USD	Location
01-05 September	Apron Management	English	1,450.00	2,100.00	Athens, Greece
08-12 September	Security & Facilitation	English	1,450.00	2,100.00	Bucharest, Romania
14-18 September	<a href="#">GSN 1 - Safety Management Systems</a>	English	1,450.00	2,100.00	Abu Dhabi, UAE
15-19 September	Airport Revenue Generation*	English	1,600.00	2,400.00	Montreal, Canada
22-26 September	Apron Management	English	1,450.00	2,100.00	Beijing, China
28 Sep -02 Oct	Airport Environmental Management*	English	1,600.00	2,400.00	Abu Dhabi, UAE
29 Sept - 03 Oct	ACI/ICAO Aerodrome Certification*	English	2,000.00	2,000.00	Dublin, Ireland
29 Sept - 03 Oct	GSN 4 - Working with Annex 14	English	1,450.00	2,100.00	Bucharest, Romania
29 Sept - 03 Oct	<a href="#">GSN 6 - Aerodrome Safety Compliance and Auditing</a>	English	1,450.00	2,100.00	Johannesburg, South Africa

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

To view the full calendar, [click here](#) or send us an email at [training@aci.aero](mailto:training@aci.aero)

[Click here](#) to register for a course

[Back to top](#)

Copyright © 2013 Airports Council International,  
You received this email as an ACI member  
[Unsubscribe](#) | [Manage your subscription](#)

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/>

PROCESSING  
//////////