

ACI Global Training Offers &amp; Activities

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## Tips for a Successful Training Experience (Part II, continued from June GT Newsletter)



By Mona Lisa Nazareno, Assistant Registrar-Global Training

So—I hope that the first four tips have proved helpful! Just as a recap, we've offered suggestions on items such as: ensuring that the course meets your needs, considering your destination, settling your accounts in a timely fashion as well as booking your hotel. As you will find though, the last five tips will be just as integral to this process. Here are the remaining tips to help ensure that your trip a success:

**5) Planning your meals:** Most training centers provide coffee breaks which are scheduled in the course timetable. However, participants are responsible for their own meals, and your company should normally provide a per diem for this purpose.

**6) What do I wear?:** GT Course Participants are expected to follow a business casual dress code. However, some adjustments can be made depending on the time of year. Furthermore, with our course locations worldwide varying from Bucharest, to Johannesburg and Nashville, make sure that you bring clothing options that will allow you to adjust to city's climate. Researching current temperatures ahead of time will also help you to plan for unexpected weather patterns.

**7) Other housekeeping items:** GT's City Fact Sheet also lists some key information regarding currency and exchange facilities, health requirements and customs. Also listed are the start dates and meeting location of participants on their first day of class. Make sure that you familiarize yourself with it and ensure to print a copy to keep on hand.

**8) Enjoy your experience:** So what is the most important thing to keep in mind? Enjoy yourselves! Sure, your day will be filled with the scheduled course activities and lectures, but you can use the leisurely periods at break time as well as in the evening to network with your fellow participants and enjoy the attractions that the location has to offer. After all, one of the partial markers of the success in our training sessions is having the opportunity to further expand your professional network. Also, with training locations as tropical as Panama City, historic Istanbul and modern Incheon, our on-site contacts can also refer you to must-see places so that you are able to make the most of your visit, both professionally and personally!

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### 50th ACI Fund in Taipei – “Airports and Economic Development”



By: Kevin Caron, Assistant Director, Global Training

The 50th ACI Fund seminar was held in Taipei, Taiwan June 10-12 in partnership with CIFAL Atlanta and Taoyuan International Airport Corporation. Reaching the “50” mark is a great source

of pride for us given the objectives of the ACI Fund along other ACI services that aim to assist members in developing nations. Reaching this landmark is also testimony to the evolving need of airports in developing nations for ongoing training opportunities.

This seminar saw us tackle the topic of airport economic development which is always a source of interest for our members. The session topics covered a wide array of themes, including optimizing airport revenues and maintaining competitive cost structures, airport technology and competitiveness all the way to stakeholder engagement.

The interactive sessions on Monday and Tuesday were delivered by eight experienced speakers which included faculty from Hartsfield – Jackson Atlanta International Airport, Taoyuan International Airport Corporation Ltd and ACI staff. The faculty was also complimented by the exchange of ideas from the 30 industry delegates that represented 10 different nations, including India, Tonga and Cambodia.

For the Monday night official dinner we were very honoured to be joined by the Deputy Minister of Transportation and Communications, Yeh Kuang-Shih along with the Chairman of Taoyuan International Airport Corporation, Ltd. Kuo Tsai Wen who both took the opportunity to welcome the group.

We would like to thank to our co-organizer, CIFAL Atlanta - UNITAR along with Taoyuan International Airport Corporation and their staff who did a spectacular job in hosting this 50th seminar as well as China Airlines' strong support for this event.

For upcoming educational sessions please consult our website, <http://www.aci.aero/training>.

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## Meet our faculty

### Clinton Bambridge



Clinton Bambridge is an SGS manager and trainer with 18 years of experience in delivering image analysis training worldwide for both cargo and baggage x-ray scanning operations. Clinton started his career with Eurotunnel UK in 1994 as an x-ray image screener in the Eurotunnel security department, and during his service he became a Eurotunnel trainer and manager, with responsibility for both passenger and freight x-ray screening operations on the UK Channel Tunnel Terminal.

Since joining SGS in January 2009, Clinton has managed and delivered image analysis training on the various SGS scanning operations references worldwide, as well as providing SGS training services to external clients, such as the US State Department through the Export Control related Border Security programme (EXBS).

**Clinton's next course:**

**"Baggage Screening"**

Johannesburg, South Africa

19 – 21 September 2012

**Price** 650EUR/910USD

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## ACI Global Training Staff

**Andy Kim (YOONSUB Kim)**

**Manager, Customer Service, Global Training**

**(Incheon Secondee at ACI World)**

**Airports Council International**



**YOONSUB Kim** assumed the role of Global Training Manager with Airports Council International in September 2010. He is responsible for keeping track of KPIs for the purpose of meeting member airports needs and the marketing of Global Training such as the GT Training Needs survey et al.

Andy's aviation career began in 1999 with Incheon International Airport where he spent 13 years working in various operational fields and accumulated extensive experience in major operation and construction initiatives such as security planning & operation, terminal operation, and passenger service.

As a senior manager at Incheon's Terminal Operation team, Andy broadly covered the planning and designing of convenience facilities for passengers for the second construction and developed a service program for the transfer passengers who stay longer than five hours at the terminal.

Over the years, Andy has received specialized trainings in many areas:

**MBA in Logistic & Business Development** (Aerospace University, Korea); **Airport Economics** (Geneva, Switzerland) **ATDI Airport Management training Course** (Incheon, Korea); **AAAE Airport Operation Training Course** (Incheon, Korea); **EU Regulation** (Krakow, Poland).

Given his experience and background, Andy has instructed customer service satisfaction training courses for participants from around the world at Incheon airport training center.

Andy holds a Bachelor of Arts in Language and Literature, as well as a Master of Logistic & Business Development from the University of Korea aerospace in Korea.

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## ACI Staff Visit to the Montreal Trudeau Airport's Control Tower



By Mona Lisa Nazareno, Assistant Registrar-Global Training

In June, ACI World staff were invited by Michel Leroux, Shift Manager with Nav Canada (Canada's Air Navigation Service Provider, or ANSP) to visit Montreal -Trudeau International Airport Control Tower. With limited space available, only the fortunate fourteen (including 3 GT Staff) were given a privileged glimpse into the operations of Canada's civil air navigation service (ANS).

We were greeted by the Unit Operations Specialist, who graciously took the time to give a brief overview of Nav Canada's responsibilities. In general, Nav Canada is the corporation which owns and operates the country's air traffic services. In the case of Montreal -Trudeau, we were particularly interested in seeing the air traffic amenities at YUL and hearing of the essential role of the controllers, who bear the responsibility of providing clearance and instructions to landing



and departing aircraft. Air traffic controllers ensure that the aircraft have adequate space not only to maneuver between themselves, but with the other vehicles in and around the airport's runways and taxiways. Definitely not a job to be taken lightly!

Visiting the very modern tower facilities during mid-morning (the "slow" period according to the staff) proved ideal as we had the chance to survey the area's impressive air surveillance radar monitors, surface movement guidance and control systems and other air traffic management (ATM) technology. For those interested (and not afraid of heights), some of us ventured outside onto the tower's skywalk, allowing us to appreciate the full scope of the tower's operations over the physical area, as well as a striking view of the airport overall!

As our most recent visit but certainly not the last to YUL, Global Training would like to thank Michel Leroux and Nav Canada for being great hosts, and Kevin Caron, Assistant Director Global Training for arranging ACI's visit.

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## 2012 ACI Europe General Assembly



By Melisa Monje, Manager, Global Training

This year, the ACI Europe General Assembly, Congress and Exhibition 2012 was held in Spain's capital city of Madrid. The three-day event hosted by Aena Aeropuertos welcomed over 350 delegates and exhibitors who were able to attend special presentations, keynote addresses, panel discussions and working sessions. The theme of this event revolved around passenger needs and the passenger experience from the moment they enter an airport to the time they board the aircraft. Some of the innovative ideas discussed during this forum were:

- Remote check-in and bag collection
- Innovative technological trends which personalize each passenger's journey
- Improvement of airport infrastructures

Among the keynote speakers were numerous CEOs from major European airports such as Dr. Yannis Paraschis from Athens International Airport, Mr. Arnaud Feist from the Brussels Airport Company, Mr. Jost Lammers from Budapest Airport and Mr. Declan Collier from London City Airport. The grouping together of all these major industry players made for very interesting dialogue and exchange.

The event also hosted the 2011 Best Airport Award Ceremony which was held during the Gala Dinner on Thursday, June 21st. The categories ranged from airports with passenger traffic of less than 5 million passengers to over 25 million passengers. The winners were:

London City Airport : Under 5 Million Passengers

Edinburgh Airport : 5-10 Million Passengers

Hamburg Airport : 10-25 Million Passengers

Amsterdam Airport Schipol : Over 25 Million Passengers

Manchester Airport : Eco-Innovation Award

All in all, the event was hugely successful and I had the great opportunity to be a part of it, meeting with some of our World Business Partners and attending these very captivating sessions.

Thank you ACI Europe for a fantastic event!

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## **Global Training Website Update**

by Jeremias Rodriguez, Global Training & Events Registrar

Our Global Training website has recently been updated with additional information for participants attending our courses. The recent updates include the “Faculty” and “Training Centers” sections which now feature documents available for download:

The “[Faculty](#)” Section provides a list of our current instructors.

The “[Training Centers](#)” contains downloadable documents of the different training venues where courses take place, the PDF documents include, information such as training venue location, hotel reservation, visa requirements, currency and more.

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## **Upcoming Courses (August - September)**

Date	Course	Location	Language	EUR Price	USD Price
06-10 August	Implementation of SMS *	Nairobi	English	€ 1,000	USD1400
13-17 August	Developing a Customer Service Culture at Airports: Measuring & Benchmarking the Result	San Francisco	English	€ 1,000	USD1400
13-17 August	Airport Communications and Public Relations*	Montreal	English	€ 1,000	USD1400
27-29 August	Airport Carbon Management	Incheon	English	€ 650	USD910
28-30 August	Managing Service Quality at Airports	Abu Dhabi	English	€ 650	USD 910
02-06 September	GSN 5 - Advanced SMS	Abu Dhabi	English	€ 1,000	USD1400
9-13 September	Apron Management	Abu Dhabi	English	€ 1,000	USD1400
10-14 September	GSN 4 - Working with Annex 14	Athens	English	€ 1,000	USD1400
10-14 September	GSN 1 Safety Management Systems	Singapore	English	€ 1,000	USD1400
17-19 September	Passengers with Reduced Mobility Workshops - Managers	Bucharest	English	€ 650	USD910
17-21 September	GSN 1 Safety Management Systems	Port of Spain	English	€ 1,000	USD1400
19-21 September	Baggage Screening	Johannesburg	English	€ 650	USD910
24-26 September	Managing Service Quality at Airports	Johannesburg	English	€ 650	USD910
24-26 September	Airport SMS Implementation Workshop	Panama City	Spanish	n/a	USD650
24-28 September	GSN 3 Emergency Planning and Crisis Management	Kuala-Lumpur	English	€ 1,000	USD1400
26-28 September	Accident and Incident Investigation for Airport Operators	Port of Spain	English	€ 650	USD910
30 Sep -04 Oct	GSN 2 Airport Operations and Safety	Abu Dhabi	English	€ 1,000	USD1400

\* AMPAP elective

**To see full calendar [click here](#)**

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**Or send us an email: [training@aci.aero](mailto:training@aci.aero)**



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



## Safety Management Systems Training now available in Spanish

The ACI Online Learning Centre has recently completed a translation of its popular Safety Management Systems online training course into Spanish.





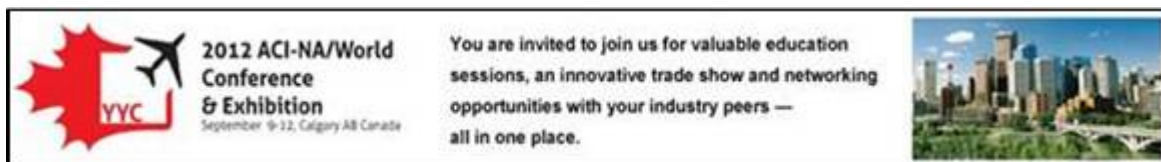
The new course entitled Sistema de Gestión de la Seguridad Operacional (Internacional) is part of ACI's ongoing commitment to the promotion of safety throughout the world.

Early adopters of the course include airport operators in Ecuador and Mexico who are scheduling the course as part of their safety training strategy.

The OLC would like to acknowledge the involvement and support of staff from Corporación Quiport, S.A and ADC-HAS Management in reviewing and testing the course.

The OLC would also like to thank ACI-LAC President Philippe Baril and ACI-LAC Director General Javier Martinez Botacio for their ongoing support of this project and their commitment to deliver increased training services to ACI-LAC members.

For more information about the course or to enrol online, visit [www.olc.aero](http://www.olc.aero) or contact [enrolments@olc.aero](mailto:enrolments@olc.aero) for more information.



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