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8 Tips for a Successful Training Experience (Part I)

By Mona Lisa Nazareno, Assistant Registrar-Global Training, contributions by Jeremias Rodriguez-Global Training and Events Registrar and John Webster-Manager, Global Training



So—you have decided, or your supervisor has asked you to attend an ACI Training Course. Congratulations! You are taking the first steps to further your development and will surely take away a new learning experience that will definitely provide you with a personal and professional advantage.

Logistically, organizing your time away from work however can be fraught with stress. Although some situations cannot be avoided in life, there are some key steps that you can take.

1) Ensure that the course meets your needs: Perhaps you are an SMS Coordinator or an Aerodrome Safety Manager at your airport—GT offers a wide range of courses in our Safety portfolio that you can take in order to further your professional education. If you are in any doubt as to whether a course will be suitable for you, ask us! Furthermore, we regularly update our course listings on our website so that we can offer you sessions and programs that best suit your professional needs. This will help ensure that you obtain the best value for your time.

2) Consider your destination (do I need a Visa?): GT provides training solutions globally, with courses taking place from Nashville to Abu Dhabi. Where taking a course close to home is not an option, it becomes very important to carefully research your intended destination. Ask yourself the following questions: will I need a Visa to enter? If so, how long will it take to obtain one? GT can provide a Visa Invitation Letter to individuals wishing to attend courses in locations where one is required; however, States can differ in the length of processing times of relevant documentation and cannot guarantee that they will issue Visas in all cases.

3) Settling Accounts: ACI GT policy states all accounts must be paid in advance prior to participating in a course. Already paid? No problem! Just be sure that you forward us a payment confirmation from your bank via fax or send us an [email](#). Otherwise, participation will not be allowed without proof of payment. The good news is that we offer flexible payment options via USD (Bank transfer, credit card, or cheque), and in EUR (bank transfer only). Unfortunately, ACI Training locations are not equipped to receive payment onsite in any form, so make sure that your fees are paid before arriving at your destination. You'll be that much more at ease—and ready to take on your course activities!

4) Booking your hotel: Ensuring that you book a hotel that fits your needs with respect to budget, comfort and location (i.e. proximity to training center and/or airport), can have a huge impact on your overall experience. When you receive your Course Confirmation from GT, take the opportunity to look at the City Fact Sheet—this document contains important details such as the course location, on-site contacts, as well as a selection of conveniently located 5-Star Hotels in the city. If you wish to stay at a hotel that doesn't appear on our list, you may research some additional locations and ask us for any suggestions. Also, when finally booking your accommodations, don't forget that most hotels need a credit card to guarantee a reservation. Once that is secured, make certain that you receive your reservation confirmation from the hotel and have it with you when you arrive; you definitely want to make sure you have a place to rest.

Stay tuned for part II of this article in the July edition of ACI Global Training Monthly Newsletter!

What does it mean to be a Professional Airport Manager?

By Dr. William D. Taylor, Professor Emeritus Management, John Molson School of Business, Concordia University



For some years business scholars have debated the question of whether management can ever be a profession and have a status similar to recognized professions such as law or medicine. Harvard Business School professor Rakesh Khurana argues that professionals are expected to have specialized knowledge and approaches which provide them with expertise that others do not have. As well, there is usually a certification to test their expertise, and a code of ethics about how they use their knowledge. In a recent Harvard Business Review column (September 2011) Jeffrey Pfeffer, a well-respected Stanford University business professor, argued that for any profession the public has the right to expect professionals to know the body of knowledge that has been built up through scientific research and experience in their field and to have an awareness of proven effective practices that can be applied. In other words the knowledge base of a profession is evidence-based and not just the untested prescriptions of those who present themselves as experts in the field.

For those who are involved with airport management this debate raises important questions about what it means to be a professional airport manager and how airport management can develop as a profession. The emergence of professionalism in airport management has accelerated in the last five years. An important body of knowledge that all airport managers need to know has been building for many years in areas such safety, operations, security, commercial practice, finance, and corporate social responsibility. While debates on issues within this body of knowledge will always take place, the fact that a body of knowledge now exists, which professionals are expected to know and apply, is significant. A related development of significance for the professionalization of airport management has been the successful launch of AMPAP (Airport Management Professional Accreditation Program) in 2007. This joint ACI-ICAO initiative now provides an accreditation process that leads to the designation IAP- International Airport Professional.

Other programs also contribute to the development of professional airport managers. ACI and the John Molson School of Business at Concordia University teamed up to create a unique program to assist airports in developing their high potential managers. The Airport Executive Leadership Program (AELP) targeted at future CEOs, Deputy CEOs, or Vice-Presidents of airport operating organizations has as its goals the development of airport industry leaders and the advancement of the professionalism of airport management practices. Each two-month course employs a combination of face-to-face and web-based sessions using state-of-the-art communications technology along with lectures, case studies and role play in a mock council meeting setting. Participating airport professionals undertake the program while remaining employed on a full-time basis. Since the launch of the AELP in 2007 nine cohorts have completed the program which can now be used as an elective in AMPAP.

Zagreb memories - GSN III - Emergency Planning & Crisis Management Course

By Melisa Monje, Manager, Global Training, ACI World





On my recent trip to Europe, I had the opportunity to visit Croatia and attend the closing of the GSN 3 Emergency Planning and Crisis Management course held at our training center in Zagreb. Once I arrived, I was received with the utmost hospitality. Far more than one could imagine. It was my great pleasure to experience first-hand the dedication of our instructors, Mr. Wally Walker and Mr. David Kirkham, and how their passion inspires the delegates to challenge themselves. At the end of this session, we welcomed two more delegates to the long list of GSN Diploma graduates: Slobodan Vucetic from Belgrade Nikola Tesla Airport and Dina Guerieri from Aerodrom Brac doo, Supetar.

This trip also coincided with the airports Millennium celebration of 50 years of operations. Zagreb Airport has experienced a steady growth in passenger traffic in the past few years and it now sees over 2 million passengers transiting through its terminals. This number is certain to increase in the coming years Croatia has become a favorite destination for vacationers in both Europe and abroad. For this occasion, we were asked to take part in a picture to help commemorate this event along with some retired and current airport staff.

Meet our Faculty

Claude Martel



Claude Martel has over 25 years of experience in the domain of public relations, communication, media production, and training and in the implementation of cutting edge technology.

Claude has held senior management roles in large organizations like Pratt & Whitney Canada, Telus, Fujitsu consulting, Hydro-Québec and Aviation Strategies International where he has been implicated in the development and execution of their communications and media relation strategies.

In the last decade he has taught public relations, organizational communications, new media courses and seminars in Canadian universities including Concordia and Ottawa University. He also held private seminars on the subject and help develop over 300 professionals in these areas.

He is also a founding member and former President of multiple media association, including the Quebec and Canadian Association of eLearning producers (Alliance eLearning and CELeA). He is also an active contributor to the Canadian Foreign Affairs, National Education Marketing Roundtable.

He is presently the program manager of AMPAP, the joint ICAO and ACI global accreditation management program for airport managers (<http://www.iap.aero/>)

Upcoming Course:

Dates	Course	Location	Country	Language	Price (EUR)	Price (USD)
13-17 August	Airport Communications and Public Relations	Montreal	Canada	English	1000	1400

Featured Training Venue - Nashville, USA

Airport Code:	BNA
Airport Name:	Nashville International Airport
Operator:	Metropolitan Nashville Airport Authority (MNA),
President & Chief Executive Officer:	Raul Regalado
ACI Training Venue since:	2010
Location:	Metropolitan Nashville Airport Authority One Terminal Drive, Suite 501 Nashville, TN 37214
Onsite contact (s):	Chandra Starks Human Resources Coordinator Direct Line: 615-275-1782 Fax Line: 615-275-4019 Email: Chandra_starks@nashintl.com



Airport Brief



The Nashville International Airport opened in June 1937. Originally constructed as a federal Works Progress Administration (WPA) project, the airport was named Berry Field in honor of Colonel Harry S. Berry, state administrator of the WPA. The three-letter identifier, BNA, stands for Berry Field Nashville. In 1937, the new airport consisted of a terminal building, two hangars, two runways and a flashing beacon. American and Eastern airlines were the first air carriers to serve Nashville, and within the year, 189,000 passengers had enjoyed the facilities.

Berry Field became the military base for the 4th Ferrying Command during World War II. The federal government added additional acreage for its military operations, and in 1946 after the war ended, the military returned a 1,500-acre airport to the city of Nashville.

With the rapid growth of air transportation, Berry Field's facilities became obsolete. A new 145,900-square-foot passenger terminal opened in 1961, a year after the inaugural flight of Nashville's first jet-powered service. In the late 1960s, a group of city planners and community leaders wanted to establish a system of governance for the airport that would be self-financing and ensure a safe, efficient and modern airport for the future. In 1970, the Metropolitan Council passed a resolution creating the Metropolitan Nashville Airport Authority (MNA) to own and operate the airport. The Airport Authority was a prototype organization in the aviation industry and continues to serve as a national model for other communities.

Realizing that further expansion would be needed to meet accelerating passenger demand, the MNA updated its Master Plan in 1980 and began an environmental assessment for a new terminal. In 1987, the airport dedicated the new 750,000-square-foot passenger terminal. The airport's name was changed to Nashville International Airport in 1988 to reflect present and future international air service goals.

BNA Celebrates its 75th Anniversary

"Nashville International has been a chief economic driver for the Middle Tennessee region for 75 years," said Raul Regalado, president and CEO of the MNA. "Our commitment to the Nashville Airports Experience, which is providing excellent airports

to our passengers, business partners and employees, will also ensure we remain sustainable for another 75 years.”

Fast Facts

What's New:

- BNA celebrates its 75th anniversary in 2012
- A new consolidated rental car facility opened in November 2011 and is within walking distance of the terminal.
- Phase II of terminal renovations was completed in 2011, including updated restrooms, carpeting, tile, HVAC units, gate hold rooms, wall coverings, ticket lobby and baggage claim.
- New in-line explosive detection system screening technology was completed in 2011 and provides a more effective and secure way of screening checked baggage.
- Opened a new parking section in Long Term A specifically for members of the Frequent Parker Program.
- Replacing terminal escalators and lobby glass, and making exterior updates in 2011

BNA by the Numbers

- More than 1 million-square-foot terminal
- 44 gates and 15 commuter aircraft parking positions
- Up to 78 commuter aircraft parking positions on 4,500 acres
- Four runways
- Nearly 10 million passengers a year
- \$1.18 billion in wages and more than 39,700 jobs annually
- 45,000-plus tons of cargo in 2011
- Serving 52 nonstop markets
- 380 daily flights

What to when visiting Nashville:

The Parthenon - The Parthenon stands proudly as the centerpiece of Centennial Park, Nashville's premier urban park.

The Hermitage, Home of President Andrew Jackson - is reputedly our nation's most authentically preserved early presidential home site.

Bicentennial Capitol Mall State Park - is located in the shadow of the State Capitol in downtown Nashville.

The Tennessee State Capitol – located in Nashville, Tennessee, is the home of the Tennessee legislature, the location of the governor's office, and a National Historic Landmark.

ACI Global Training Staff

John Webster
Manager, Global Training
Airports Council International

John Webster assumed the role of Global Training Manager with Airports Council International in December 2010. He is responsible for the operational management and delivery of quality training solutions for ACI's worldwide membership. ACI's membership consists of 1,689 airports, operating in 170 countries and territories, and representing 95% of global airport traffic.

John's aviation career began in 1989 with Air Jamaica Limited, where he spent the next 15 years being promoted to successively more responsible positions, to eventually occupy the role of Route Operations Supervisor.

In 2004, John joined the Jamaica Civil Aviation Authority (JCAA) as an Aviation Safety Inspector, where he was responsible for Cabin Safety and Dangerous Goods (DGR). In June 2006, he accepted a position with the International Air Transport Association (IATA) as Product Manager of DGR Training, where he was in charge of their worldwide training portfolio. During this period, he maintained managerial oversight of 130 Accredited Training Schools worldwide; scheduled 70 classroom courses per year; and updated and supplied DGR distance learning products to Authorized Training Partners across 37 countries.

Over the years, John received specialized training in many areas:

Cabin Safety Inspector Initial Training (Transport Canada, Ottawa, Canada); **Audit Procedures Course** (Transport Canada, Ottawa, Canada); **Air Transportation of Dangerous Goods International Course** (Federal Aviation Administration, Kingston, Jamaica); **Dangerous Goods Regulations – Initial Course** (IATA Training & Development Institute, Montreal, Canada); **Aviation Enforcement Training Course** (Transport Canada/ Jamaica Civil Aviation Authority, Kingston, Jamaica); **ICAO Endorsed Government Aviation Safety (Operations) Course** (Federal Aviation Administration, Oklahoma City, Oklahoma, USA).

Given his experience and background, John has conducted joint inspections and audits with Transport Canada as well as the Federal Aviation Administration.

John also received specialised training to become as Recruitment and Customer Development Analyst at the gold standard of excellence from 2001–2004 for the Talent Plus organization in Lincoln, Nebraska.

In terms of awards, when employed to IATA, John and his colleagues received industry acknowledgement for the IATA Cargo Training Segment - Voted Best in Industry for 2007 by Air Cargo Week (ACW).

John holds a Bachelor of Arts in Language and Literature, as well as a Master of Science in Human Resource Development from the University of the West Indies in Jamaica.



Online Learning Centre
www.olc.aero



Cincinnati/Northern Kentucky International Airport Implements Online Training Program

Cincinnati/Northern Kentucky International Airport has teamed with Airports Council International's Online Learning Centre to utilize eLearning to deliver a range of aviation related training to its staff.

Debby Combs, Director of Organizational Development & Strategic Initiatives reported "CVG has several managers participating in quality training programs such as Airside Safety Awareness Training and Human Factors Awareness Training. ACI's professional certifications provide our staff with enhanced skills and tools so that they can make a larger contribution to our passengers safety, security and enhanced travel experience."

"We appreciate that our employees are our greatest asset and on-going training is invaluable in providing exceptional airport experience that exceeds expectations" says Candace S. McGraw, Chief Executive Officer of CVG.

About CVG - Get here. Get there. Get home.

Airline partners at CVG offer passengers more non-stop flights than any other airport in the region, including direct international service to Paris, Toronto, Cancun and Jamaica.

CVG is also home to DHL's main North America hub and has been rated the Best Regional Airport in North America two years in a row by Skytrax, a London-based air transport research organization.

Last year, CVG became the first airport in the country to receive Safety Act Designation and Certification from the Department of Homeland Security (DHS), giving the airport the highest level of protections under the Act.

For more information about CVG visit <http://www.cvgairport.com/>

For more information regarding ACI's online training programs visit <http://www.olc.aero/>

Upcoming Courses in August and September

Dates	Course	Location	Country	Language	Price (EUR)	Price (USD)
13-17 August	ACI/ICAO User Charges*	Johannesburg	South Africa	English	€ 2,000	\$2,600
13-17 August	Airport Communications and Public Relations*	Montreal	Canada	English	€ 1,000	\$1,400
20-24 August	GSN 5 - Advanced SMS	Montreal	Canada	English	€ 1,000	\$1,400
27-29 August	Airport Carbon Management	Incheon	Korea	English	€ 650	\$910
27-31 August	Developing a Customer Service Culture at Airport*	Nashville	USA	English	€ 1,000	\$1,400
02-06 September	GSN 5 - Advanced SMS	Abu Dhabi	U.A.E	English	€ 1,000	\$1,400
9-13 September	Apron Management	Abu Dhabi	U.A.E	English	€ 1,000	\$1,400
10-14 September	GSN 4 - Working with Annex 14	Athens	Greece	English	€ 1,000	\$1,400
17-19 September	Passengers with Reduced Mobility Workshops - Managers	Bucharest	Romania	English	€ 650	\$910
17-21 September	GSN 1 Safety Management Systems	Port of Spain	Trinidad and Tobago	English	€ 1,000	\$1,400
19-21 September	Baggage Screening	Johannesburg	South Africa	English	€ 650	\$910
24-28 September	GSN 3 Emergency Planning and Crisis Management	Kuala-Lumpur	Malaysia	English	€ 1,000	1400
24-26 September	Managing Service Quality at Airports	Johannesburg	South Africa	English	€ 650	\$910
24-26 September	Airport SMS Implementation Workshop	Panama City	Panama	Spanish	n/a	\$650
26-28 September	Accident and Incident Investigation for Airport Operators	Port of Spain	Trinidad and Tobago	English	€ 650	\$910
30 Sep -04 Oct	GSN 2 Airport Operations and Safety	Abu Dhabi	U.A.E	English	€ 1,000	\$1,400

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Conference
& Exhibition**
September 9-12, Calgary AB Canada

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