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28 November 2013

5th ACI-DNA Assistance Programme Seminar
Economics for Small and Regional Airports
Guam, USA | 06-08 October 2013

By Kevin Caron, Assistant Director, ACI Global Training

Photo: seminar teaching in action

The latest ACI DNA – CIFAL Atlanta ("*Centre International de Formation des Autorités et Leaders",* in French or, "*Centro Internacional de Formación para Autoridades y Líderes*," in Spanish) – UNITAR (United Nations Institute for Training and Research) seminar was held this past 6-8 October on the picturesque Island of Guam which is the largest and southernmost of the Mariana Islands.

This seminar saw the group undertake the subject of Economics for Small and Regional Airports which always generates interest for ACI Members. The session topics included airports and the air transport industry, ownership models, optimizing airport revenues all the way to economic regulation. Small and regional airports have very important roles to play as drivers of economic development in their respective regions.

The interactive sessions were delivered from Sunday to Tuesday by ACI's very own Rafael Echevarne, Director of Economics and Programme Development, who was able to share his expertise on this facet of airport economics while I ran some exercises to get the group to apply what was being taught. We were also very lucky to draw upon two experienced airport professionals consisting of Miguel Southwell and Myrna White from Hartsfield – Jackson Atlanta International Airport.

We ended the extensive first day of the seminar by being treated by Guam International Airport Authority (GIAA) to a superb outside reception, which included members of GIAA Board and senior executives.

Lastly we are thankful to our co-organizer, CIFAL Atlanta – UNITAR along with the entire team at Guam International Airport Authority who did a spectacular job in hosting this seminar.

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ACI Airport Operations Diploma
A Diploma Recognized by Airport Operators Throughout the World

The Airport Operations Diploma Programme (AODP) is designed for both seasoned managers in need of refresher training on industry trends and best practices as well as first-level airport managers. The 45-hour online programme provides valuable knowledge regarding all aspects of airport operations including:

- Airside Operations
- Terminal and Landside Operations
- Airport Business Operations

The Diploma is delivered completely online and allows participants to study at their own pace. Interested participants can register online or download the AODP flyer.

Professional Development for the Next Generation

To help future airport managers get started, the ACI Online Learning Centre has broken down the Diploma into three certificate courses, each one focusing on one component of airport operations. Upon successful completion of all three courses, participants receive the Airport Operations Diploma. If you have already completed one of the three certificate courses, please contact enrolments@olc.aero to learn how to upgrade to the Diploma.

The ACI Online Learning Centre initiative demonstrates ACI's ability to quickly adapt and respond to the growing professional development needs of airports. For additional information about our courses or to view our catalogue please visit http://www.olc.aero/.

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Student's Zone

Read What They Say About Our Courses!

Airport Operations Diploma Programme: What Are People Saying?

Did you know that ACI's Airport Operations Diploma Programme is the perfect online training that provides current and future aviation professionals with a sound understanding of airside operations, terminal and landside operations and airport business operations? Upon completion of the three self-paced online courses that comprise the Diploma Programme, you will be empowered with the knowledge to successfully address operational needs and requirements of 21st century airports.

"The ACI Airport Operations Diploma Programme is a comprehensive and systematic overview beneficial to all current and aspiring Airport leaders. The various modules illustrate today's challenges and future requirements to enhance safety, security, customer satisfaction, environmental responsibility and community involvement…all within an increasingly complex regulatory framework"

Charles Navigante, Airport Duty Manager Operations and Security
San Francisco International Airport

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"I personally would like to thank ACI for coming up with such a comprehensive airport operations diploma course which covers almost all facets of aviation"

"It is a must do for serious aviationists who would like to take civil aviation to another level. Not only does the course provide an option for self-study at your own time, it is so detailed and full of practical and realistic examples, which ultimately make your learning not only easy but affable"

Norman Sanyanga
Civil Aviation Authority of Zimbabwe

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understanding of the running of an Airport. In my role it helps me to help others in a more meaningful manner. I have even managed to raise a few eyebrows as I try out some of my new terminology in areas outside my bubble. Thanks heaps ACI"

Wayne Nicholl, Health & Safety Manager
Auckland Airport

For more information on this programme, please email us at: enrolments@olc.aero

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Managing Service Quality at Airports in Beijing, PRC

By John Webster, Senior Manager, Global Training

Photo: Students' picture during the Managing Service Quality at Airports Course in Beijing, PRC, 28 - 30 October 2013

ACI conducted the Managing Airport Service Quality at Airports course, on 28-30 October, 2013 at our Beijing Training Centre. This programme was hosted by Beijing Capital International Airport Co., Ltd. (BCIA) and twenty participants attended from diverse airports and aviation related organizations in China, Japan, Cambodia and Singapore.

This programme is designed to equip managers with the knowledge, skills and tools to manage service quality

effectively at an airport. As such, the main course objectives are:

o To present an airport industry best practice approach to managing service quality;
o To explain how to use the ACI Airport Service Quality (ASQ) Programme tools;
o To practice using the ACI's ASQ Tools in practical team exercises;
o To facilitate the sharing of experience and best practices among course participants; and
o To apply the learning to a case study airport.

Based on student feedback and general comments, the participants found the course to be most relevant and the practical exercises using case studies very useful in providing a clear framework for implementing or maintaining the ACI ASQ programme at their own airports.

We would like to thank Changi Airport for allowing Ms. Tricia Kat to conduct this course. Tricia is the Assistant Vice President at Changi Airports International (CAI) specializing in Airport Service Quality (ASQ) and customer service management and has over ten years of experience in both Changi Airport and airports overseas.

For more information on this or other training programmes, please email us at: training@aci.aero

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Global Safety Network (GSN) Graduates

ACI is happy to welcome our latest Global Safety Network (GSN) graduates to our growing list of GSN Diploma recipients:

GSN 1: Safety Management Systems Course
21-25 October 2013 | Lisbon, Portugal

(From left to right)

Jorge BARREIRA, Airport Operations Officer, Aeroportos de Portugal S.A

Nuno Maia DA SILVA, Airport Operations Officer, Aeroportos de Portugal S.A

Fernando ROCHA, Airport Operations Officer, Aeroportos de Portugal S.A

Andreia BARROQUEIRO, Airport Operations Officer, Aeroportos de Portugal S.A

Sergio RIBEIRO, Airport Operations Supervisor, Aeroportos de Portugal S.A

GSN 5: Advanced Safety Management Systems
20-24 October 2013 | Abu Dhabi, UAE

Photo: (Left to right): Debbie Riley, ACI Instructor, Salim Awadh Al

Salim Awadh AL SHANFARI, Sr. HSE Specialist, Oman Airports Management Company

GSN 4: Working with Annex 14 course
29 September – 3 October 2013 | Abu Dhabi, UAE

Bassel Abdul Hamid HADAK, Document Controller, Abu Dhabi Airports Company
Jaifar AL MAZROOEI, Planning Officer, Oman Airports Management Company

About the Global Safety Network (GSN) Diploma Programme

The ACI Global Safety Network Diploma Training Programme was launched in 2006. The programme consists of specialized courses on airport safety, and is specifically designed to meet the needs of airside operations and safety managers including developing, implementing and operating effective Safety Management Systems (SMS) at their airports.

For more information on this or other training programmes, please email us at: training@aci.aero

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2013 ACI-NA Concession Conference Workshop

By John Webster, Senior Manager, Global Training

The ACI-NA Concession Conference held November 2013 in Sacramento, California kicked off with a workshop on global best practices with approximately 40 attendees representing a diverse group of airports and World Business Partners.

Dr. Luigi (Joe) Sulmona led the first session by outlining the challenges facing airports, including the major process changes that are influencing customer behaviour and the growing opportunities for airports to engage passengers. For example, just as airport processes evolve (e.g. airfield operations, ground transportation services), together with mandatory in-terminal requirements such as pre-board screening and border crossings, airport retail and

food/beverage services will also need to sharpen and offer better value to passengers. Following this, Seattle International Airport conducted a great presentation on what these challenges meant for the advancement of their own airport.

The second part of the workshop involved discussion and debate on developing responsive concession programmes. San Francisco Airport made an excellent presentation on how their strategic priorities are driving new ways of doing business. The session was also very interactive with the experienced ACI World facilitator encouraging participants to share their success stories. These included new concession models and advanced performance practices such as the introduction of Service Level Agreements to balance the Minimum Annual Guarantee rent structure. The workshop also had a session on the need for frank and open relationships between airports, retailers, and brand managers, led by Ms. Freda Cheung, President of World Duty Free Group Canada. Participants were left with the key message that effective airport concession goals will require leadership and the willingness to serve customers, staff, and various stakeholders in a collaborative fashion.

Dr. Sulmona is also a senior facilitator for ACI Global Training and conducts the premier AMPAP elective “Airport Revenue Generation.”

Workshop Testimonials:

Freda Cheung, President, World Duty Free Group, Canada
“[The workshop allowed] the opportunity to exchange viewpoints on the many facets of this ever changing industry. Thoroughly enjoyed it.”

Jim DeCock, San Diego International Airport
“It was very informational and triggered some high level thoughts about our airports”

Pady Regnier, CEO & Founder, St. Croix Promotions & Retail, Inc.
“I found [the] seminar wonderful. All the examples from other airports… all the great ideas and best practices”

For more information on this or other training programmes, please email us at: training@aci.aero

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APEX Team Visits Beijing Capital International Airport, China's Busiest Airport

By Christopher Miles, Assistant Director, APEX in Safety, ACI World

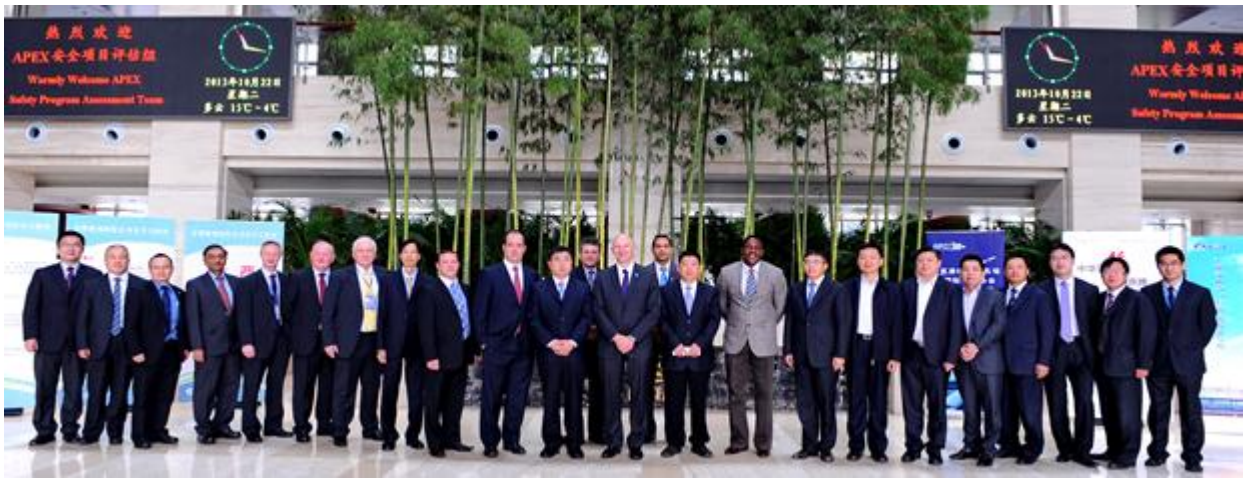

Photo: APEX signing ceremony between Beijing Capital International Airport (BCIA) and Airports Council International (ACI)

The APEX team recently returned from a visit to the first gateway to China and the second busiest airport in the world, Beijing Capital International Airport (BCIA). The team truly represented a global perspective with 10 organizations coming together to review operations and offer insights into common challenges. Given the complexity and size of BCIA, the review lasted two weeks and the team was onsite at all hours to ensure that all operating areas such as runways, taxiways and aprons would be reviewed in a comprehensive manner.

Other areas reviewed included but were not limited to Airport Rescue and Fire Fighting (ARFF), Wildlife, Safety Management Systems (SMS) as well as a special session on Winter Operations. An inherent benefit of the APEX Programme is the ability to leverage the expertise of the assessment team and apply it to areas that are not part of the traditional review. In this instance, Greater Toronto Airports Authority (GTAA) and Aéroports de Montréal (ADM), both universally recognized as leaders in winter operations, were able to share their expertise with BCIA. This exchange of ideas and practices will extend into future visits from BCIA to see GTAA and ADM winter

operations first hand.

The value of an APEX review extends well beyond the on-site visit, relationships between host airports and safety partners extend and continue to collectively improve safety at all locations.

About The Airport Excellence (APEX) in Safety Programme

The Airport Excellence (APEX) in Safety Programme is ACI's response to the industry call-to-action to improve aviation safety worldwide and is designed to help airports identify and mitigate aviation safety vulnerabilities through peer review missions, education, mentoring and best practice guidance to enhance the safety of the aviation operations at their aerodrome.

For more information on this Programme, please send an email to:

Christopher Miles
Assistant Director, APEX in Safety
cmiles@aci.aero

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Course Calendar December 2013 – February 2014

Date	Course	Language	Member Price (USD)	Non-member Price (USD)	Location
08-12 December	Apron Management	English	$1,450.00	$2,100.00	Abu Dhabi, UAE
08-12	Developing a Customer Service Culture at				

09-13 December	GSN 6 - Aerodrome Safety Compliance and Auditing	English	$1,450.00	$2,100.00	Bucharest, Romania
20-24 January	Airport Human Resource Management *	English	$1,600.00	$2,400.00	Riga, Latvia
27-29 January	Air Traffic Forecasting	English	$950.00	$1,400.00	Zagreb, Croatia
03-07 February	Airport Communications and Public Relations*	English	$1,600.00	$2,400.00	San Francisco, USA
03-07 February	Airport Revenue Generation*	English	$1,600.00	2,400.00	Port of Spain, Trinidad
03-07 February	ACI/ICAO Aerodrome Certification*	English	$2,000.00	$2,000.00	Johannesburg, South Africa
10-14 February	Airline Management for Airport Professionals*	English	$1,600.00	$2,400.00	Kuala Lumpur, Malaysia
10-14 February	Implementation of Safety Management Systems*	English	$1,600.00	$2,400.00	Nashville, USA
16-18 February	Accident & Incident Investigation	English	950.00	1,400.00	Abu Dhabi, UAE
24-28 February	Airport Social Media Strategy - Advanced	English	1,450.00	2,100.00	Dublin, Ireland
24-28 February	GSN 5 - Advanced Safety Management Systems	English	1,450.00	2,100.00	Bucharest, Romania

*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: training@aci.aero

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