



**HAPPY HOLIDAYS
JOYEUSES FÊTES
FELICES FIESTAS**

ACI AIRPORTS COUNCIL
INTERNATIONAL

training@aci.aero **December 2011 Edition** www.aci.aero/training

Please note the office Schedule for the last week of December:	
December 26 th - January 2 nd (inclusive)	Closed
January 3 rd	Regular office schedule

What a Year!



— thank you for your direction which made 2011 a resounding success.

On behalf of my team, Andy, Claudia, Eddie, Jeremias, John and Melisa and our dedicated faculty, I thank you for your confidence and support. We pledge to continue working hard in 2012, once again, to develop and deliver the training programmes and courses that will ensure the continued success of your airport.

Happy Holidays and our very best of wishes for prosperity and success in the coming New Year!

Kevin Caron
Assistant Director, Global Training

The year 2011 was extraordinary for ACI Global Training and truly remarkable in the history of ACI World.

2011 involved our office moving across the pond which meant saying heartfelt goodbyes to some team members and cheerful hellos to others — along the way ensuring that all of our courses were delivered with quality.

I am happy to say we faced our challenges head on and grew stronger with more determination and perseverance. We are highly appreciative of the loyalty of our growing number of participants and for our dedicated training centres which serve as a point of pride for us. They are also a motivating force that enables us to continue serving our airport members and clients.

To the ACI Global Training Steering Group

ACI Global Training Survey

Due to popular demand we are keeping the ACI Global Training survey open until December 31st:

[Click here](#) to answer the survey.

We are continually exploring the training and professional development needs of our member airports in order to serve you better.

Thank you for your time and energy in helping ACI Global Training collect this information.

2012 ACI Global Training Calendar

It is great pleasure that ACI heralds the release of the 2012 Global Training Calendar. This calendar has been created in response to the fast changing world in which we live and the needs of our members. For 2012 we are happy to offer some of our popular courses such as Managing Airport Service Quality at Airports and our GNS Courses. We are also adding new

interesting courses including ACI/ICAO Aerodrome Certification and the GSN Modules 4, 5 and 6.

[Click here](#) to view the Global Training 2012 Calendar.

Get a 5% off early bird discount*

*When you register and pay by credit card at least 2 months prior to the start date of the course. This discount is available all year-round.

Get a 10% off Group Discount**

**When you register three or more people from the same company, for the same course and date under the same invoice. This discount is available all year-round.

Note:

Early Bird discounts will only be processed by credit card payments.
Early bird discounts does not apply to group registrations.

GET A HEAD START ON YOUR TRAINING!



Date	Month	Course	Location	Country	Language	EUR Price	USD Price
25-27	January	GSN 1 Safety Management Systems	Bucharest	Romania	English	€ 1,000	\$1,400
24-26	January	Introduction to Annex 14	Dubai	U.A.E	English	€ 1,000	\$1,400
30-03	January	GSN 2 Airport Operations and Safety	Male	Maldives	English	€ 1,000	\$1,400
30-03	January	GSN 4 - Working with Annex 14	Zagreb	Croatia	English	€ 1,000	\$1,400
6-10	February	GSN 5 - Advanced SMS	Riga	Latvia	English	€ 1,000	\$1,400
6-10	February	Risk Assessment and Safety Cases for Airport Operations	Athens	Greece	English	€ 1,000	\$1,400
20-22	February	Accident and Incident Investigation for Airport Operators	Hyderabad	India	English	€ 650	\$910
20-24	February	GSN 3 Emergency Planning and Crisis Management	Istanbul	Turkey	English	€ 1,000	\$1,400

20% OFF
Group Discount for 3
or More Participants!

15% OFF
Early Bird Discount!

The group discount applies towards companies who register 3 or more people at the same time for the same course.

To receive the Early Bird or Group Discount for January and February courses, registrations must be received no later than December 31, 2011.

For more information, please contact: training@aci.aero or visit: www.aci.aero/training

Meet our faculty

Joe Sulmona



Joe Sulmona commenced his aviation career in the 1980s' as a commercial pilot, earning a multi-engine instrument rating. His professional training also included receiving a Master's degree in Transportation Planning in 1992. Joe has recently completed his Doctoral studies in the field of advanced border controls in civil aviation networks at the University of British Columbia, Canada.

In his professional capacity, Joe routinely leads multi-disciplinary teams to develop integrated solutions for private and public sector clients. From developing new concepts to managing project implementation, Joe has had considerable success in serving client interests. His expertise includes a wide range of topics including strategic advocacy, capital and land-use planning, project management, public policy development and consultation, and marketing and commercial development.

Joe has developed capabilities beyond the aviation field, having held senior posts responsible for wide-area and urban multi-modal transportation planning. This involved the senior transportation planning role for the Province of British Columbia, Canada, and later with the City of Coquitlam, one of Canada's fastest growing urban centers. In this later role, Joe led development of the City's first integrated Strategic Transportation Plan, which incorporated road, bus transit, cycling, and rapid transit investments to support sustainable development objectives.

During the past decade, Joe has developed and delivered aviation courses in more than 30 countries in a variety of strategic management related subjects. Most recently, he has provided professional planning support to the aviation community at both London Heathrow and London Gatwick airports.

Upcoming courses with this instructor:

Dates	Course	Location	Language	Price EUR	Price USD
26-28 February	Airport Non-Aeronautical Revenues	Abu Dhabi	English	€ 650	\$910
12-14 November	Airport Non-Aeronautical Revenues	Istanbul	English	€ 650	\$910

Featured Training Center - Riga; Latvia



SJSC Riga International Airport (RIX) was built in 1973 as an alternative to Spilve Airport. It is in Mārupe municipality, of Riga, the capital of Latvia. It is the largest airport in the Baltic States and is directly connected to over 80 destinations in 30 countries. Renovation and modernization of the airport was completed in 2001, coinciding with the 800th anniversary of the founding of the city. The airport is a state-owned joint-stock company, with the owner of all shares being the government of Latvia. The holder of the state capital share is Latvia's Ministry of Transport. Riga International Airport is a hub for airBaltic, SmartLynx Airlines, RAF-Avia, Vip Avia and Inversija airlines.

In 2006, the new north terminal extension was opened. The airport has three terminals: A & C for non-Schengen, and B for Schengen departures. Arrivals 1, in terminal A, handles the Schengen arrivals, while Arrivals 2, in terminal C, handles the non-Schengen arrivals. [3] Also, a maintenance, repair and overhaul facility was opened in the autumn of 2006, to be run as a joint venture between two local companies - Concors and SR-Technik.

SJSC RIGA International Airport with co-financing from the European Union Cohesion Fund plans to implement significant infrastructure modernisation and reconstruction projects amounting to 95 million euros. For the realisation of RIGA International Airport infrastructure projects 58 million euros will be attracted from the EU Cohesion Fund and 36 million euros contributed by RIGA International Airport. The infrastructure development project will include the following parts:

- 1) Renovation of the runway pavement,
- 2) Strengthening of the runway strip,
- 3) Construction of new taxiways,
- 4) Modernisation of the airfield in compliance with ICAO (International Civil Aviation Organisation) Category II requirements,
- 5) Reconstruction and expansion of aircraft aprons and construction of new aircraft stands,
- 6) Construction of aircraft anti-icing platforms at both ends of the runway,
- 7) Reconstruction of the storm water and underground drainage systems,
- 8) Construction of a hangar for washing of the airfield maintenance machines,
- 9) Construction of a new waste collection site.

In 2010 RIGA International Airport welcomed 4,663,692 passengers, 15 % more passengers than in 2009 when 4,066,854 travellers were handled

Online Learning Centre
www.olec.aero

ceventas

What people are saying about the new ACI Passengers with Disabilities and Reduced Mobility online training course.

"I thought the ACI seminar was a well organized & comprehensive presentation of the wide range of issues & protocols affecting those travellers with disabilities. It was also a good summary of the related business issues associated with such travel"

"I feel it is an excellent vehicle for educating & refreshing managers with service staff oversight responsibilities"

Jorge Garcia, Senior Architect / ADA Coordinator
San Francisco International Airport

Disability and Reduced Mobility Awareness Training is now mandatory for airline and airport customer service staff under:

- European Community under regulation EC1107
- Canada under the Canada Transportation Act
- United States under the Air Carrier Access Act

This course provides participants with an awareness of, and appropriate responses to, customers with physical, sensory, mental, and hidden disabilities, as well as those using service animals.

It covers various methods of communication with people with hearing loss, vision loss, speech disabilities and cognitive disabilities.

The importance of the disability market is also emphasized through general population statistics and the Open Doors

The importance of the mobility market is also emphasized through general population statistics and the Open Doors Organization (ODO) Studies of Adult Travellers with Disabilities.

Enrol online at <http://www.olc.aero/> or contact enrolments@olc.aero for more information.



THE TRINITY FORUM 2012

Save the Date!

The **Trinity Forum** is the world's leading airport commercial revenues conference, which will be held in Seoul, Korea from the **13-15 February 2012** at the **Grand Hyatt Hotel**. The event is a joint venture between Airports Council International (ACI) and The Moodie Report and will be hosted by Incheon International Airport Corporation (IIAC).

PROGRAMME - NOW AVAILABLE!

The conference agenda is **now available** and features a line-up of dynamic speakers from around the world, which can be downloaded by [clicking here](#). The event will open with the Welcome Reception on *Monday 13 February*, followed by the Gala Dinner on *Tuesday 14 February*, which has been graciously sponsored by the host, Incheon International Airports Corporation.

EARLY BIRD RATES - DEADLINE EXTENDED!

Don't miss out on our special **Early Bird Rates**, which have been extended to the 31 December 2011. To download the registration form [click here](#) or for further information contact events@aci.aero

CONFERENCE HOTEL

Grand Hyatt Hotel
322, Sowol-ro, Yongsan-gu,
Seoul 140-738 Korea
Tel: +82 2 797 1234 Fax: +82 2 798 6953
Email: selm-rsvn@hyatt.com
www.grandhyattseoul.co.kr/about.html

[Click here](#) to download the booking form.
[Click here](#) to find out more information about the hotel.

IP Boutique Hotel (alternative hotel)

737-32 Hannam-dong,
Itaewon, Yongsan-gu
Seoul 140-738 Korea
Email: rsvn@ipboutiquehotel.com
<http://www.ipboutiquehotel.com/>
Click here to download the booking form.

SOCIAL ACTIVITIES

CITY TOUR

Date & Pickup point: **Monday, 13 February 2012**, Grand Hyatt Seoul lobby
Start time: 09:30
Finish time: 16:30

AIRPORT TOUR

Date & Pickup point: **Wednesday, 15 February 2012**, Grand Hyatt Seoul lobby
Start time: 15:30
Finish time: 20:30

For more information about the tours [click here](#).
To register email: jrodriguez@aci.aero.

ABOUT KOREA

To download the **Visitors Guide** [click here](#).

