2022

Incheon Airport Aviation Academy
Training Program

Make a difference in your airport
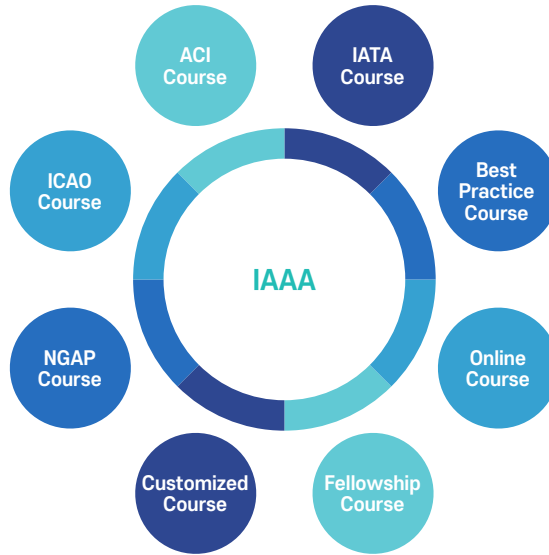## with global leading aviation academy

World's Best Global Training Partner For Aviation Professionals

Incheon Airport Aviation Academy (IAAA) is one of the first training centers in the world designated as Regional Training Center of Excellence (RTCE) by International Civil Aviation Organization(ICAO).

IAAA was certified as a TRAINAIR PLUS full member by ICAO and also recognized as a Global Training Hub Center of ACI in 2011, presenting world's top level in developing and delivering competency-based training programs.

Sharing our Best Practices through Practical Training Programs

IAAA has a strong belief that training must contribute to solving the trainees' problems at work. IAAA courses are dynamic and practical which consist of best practice sessions, airport field visit, case studies and workshops. Instructors will be experts of Incheon Airport and deliver most updated knowledge and experience in their professional field.

ACI Course
IATA Course
Best Practice Course
ICAO Course
IAAA
Online Course
NGAP Course
Customized Course
Fellowship Course

Advanced Training Facilities

IAAA opened in 2008 to nurture aviation professionals all over the world. The 11-story building with the total area of 73,000㎡ comprises various facilities for training, conference, accommodation and leisure.
Aviation Training Center, located right beside the main building of IAAA, is equipped with security, safety and ATC training programs with a cutting edge simulator.
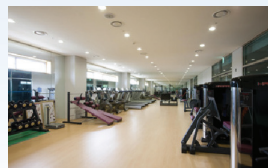
Classrooms
Auditorium, 25 lecture rooms, computer laboratory, and aviation security training room fully equipped with the most advanced audio-visual equipment

Dormitories
102 furnished rooms with free-wifi, TV, 24-hour front desk and self-service laundry available

Amenities
Indoor (fitness center, sauna, pool table, table tennis) and outdoor (football field, jogging track, basketball court) facilities available

2022 IAAA Training Schedule

Program	Date	Course Title
ICAO Course	14~18 Feb (TBC)	(ITP) Aerodrome Safety Management Incorporating PANS Aerodromes
	7~9 Mar (TBC)	(STP) Airport PBB Operations
	7~18 Feb (TBC)	(ITP) Training Developer's Course
	18~22 Apr (TBC)	(ITP) Training Instructor's Course(Part2)
	19~22 Apr (TBC)	(STP) Airport Development & ORAT
	4~8 Jul (TBC)	
	11 May (TBC)	(ITP) Virtual Classroom Instruction
	13~17 May (TBC)	(ITP) Landside Security
	13~17 Jun (TBC)	(ITP) Aviation Data-driven Decision Making
	11~15 Jul (TBC)	(STP) Aerodrome Inspection
	3~7 Aug (TBC)	
	18~22 Jul (TBC)	(ITP) Universal Safety Oversight Audit Programme(USOAP) Auditor Preparation
	22~26 Aug (TBC)	(ITP) Unmanned Aviation Fundamentals
	29 Aug~2 Sept (TBC)	(STP) Aerodrome CNS Engineering
	22~26 Aug (TBC)	(STP) Airport BHS & HBS Design & Management

Program	Date	Course Title
ACI Course	14~18 Mar (TBC)	Developing a Customer Service Culture at Airports: Measuring and Benchmarking the results
	4~8 Apr (TBC)	Airport Business Analytics
	18~22 Apr (TBC)	Airport Financial Management
	5~9 May (TBC)	Airport Technical Planning
	23~27 May (TBC)	Terminal and Landside Operations
	8~10 Jun (TBC)	Air Traffic Forecasting
	29 Aug~2 Sept (TBC)	Airport Security Operations
	19~23 Sept (TBC)	Quality Management in Airport Security
	17~21 Oct (TBC)	Managing Aerodrome Works

Program	Date	Course Title
IATA Course	16~18 Mar (TBC)	Cargo Business Intelligence (BI) and Competition Analysis
	13~15 Apr (TBC)	Temperature Controlled Cargo Operations
	23~27 May (TBC)	Audit, Quality and Risk Management for Temperature Controlled Cargo
	13~17 Jun (TBC)	Airport Route Development and Commercial Management
	20~24 Jun (TBC)	Airport Operations - Advanced
	24~28 Jun (TBC)	Airport Financial Management
	27 Jun~1 Jul (TBC)	Airport Total Quality Management and Customer Service
	19~21 Sept (TBC)	Dangerous Goods Regulations(DGR) Recurrent Category 6
	17~21 Oct (TBC)	Security Checkpoint Management
	14~18 Nov (TBC)	Airport Terminal Planning and Design

Program	
Fellowship Course	Fellowship training programs for aviation personnel from developing countries, sponsored by the Government of the Republic of Korea and Incheon International Airport Corporation, are available at IAAA. Please visit '**www.korea-ftp.org**' for more information.
Customized Course	Customized courses are available to completely satisfy exact training needs of an organization. Registration must be completed 2 months in advance with at least 15 participants from a single organization.
NGAP Course	NGAP (Next Generation of Aviation Professionals) courses are tailored to the level of undergraduate and graduate students. Registration must be completed 2 months in advance with at least 15 participants from a single organization.

* Please check the updated course dates on our website.

ICAO Course

Delivery : Offline & Virtual Classroom

(ITP) Aerodrome Safety Management Incorporating PANS-Aerodromes

Course Goal
This course will provide SMS Safety Managers with necessary knowledge, skills and attitude to implement and maintain an effective Safety Management System at an aerodrome, in accordance with ICAO Doc. 9981 PANS Aerodromes as stipulated in ICAO Annex 14, Volume 1 and in Annex 19.

Content
- General Introduction to Aerodrome Safety Management
- Introduction to Safety Management
- Safety Policy & Objectives
- Safety Hazard & Risk Analysis
- Safety Risk Management
- Safety Assurance & Promotion

Learning Objectives
Upon completing this course, participants will be able to:
- Describe the structure and processes of an aerodrome SMS based on an understanding of safety management concepts
- Develop a safety policy, objectives and procedures for the establishment of an effective SMS, including safety reporting and emergency response planning
- Analyze aerodrome operational hazards and safety risks
- Conduct aerodrome operational safety assessments, as per PANS-Aerodromes, for safety risk management, aeronautical and compatibility studies
- Conduct safety assurance activities for the monitoring and measurement of safety risk management and safety performance at an aerodrome

Pre-requisites
- More than two-years of vocational experience in the airside operation
- Good oral and written command of the language of instruction

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• SMS Safety Managers and SMS practitioners from Airport Operators • Officers of Ground Handling Organizations • Aircraft Operators and Safety Management Officers of Air Traffic Services • Civil Aviation Administration regulators • Aerodrome airside operation relevant officers • Aerodrome security personnel	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

(STP) Airport PBB Operations

Course Goal

This course will provide airport PBB operators with the necessary knowledge, skills and attitudes to ensure that airport PBB operation is implemented appropriately in accordance with PBB operations described in the manual and procedures of Incheon Airport.

Content

- Preparing PBB Operation
- Operating PBB Facilities
- Managing Abnormal Situations in PBB Operation

Learning Objectives

Upon completing this course, participants will be able to:

- Conduct safety check-ups
- Operate PBB facilities including docking and undocking
- Handle abnormal situations appropriately in accordance with operation manua

Pre-requisites

Good command of both written and spoken English

Course Format	Target Audience	Certification
This course provides 3 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Entry level PBB operators	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

Delivery : Virtual Classroom

(ITP) Training Developer's Course

Course Goal

The Training Developers Course (TDC) is developed by the International Civil Aviation Organization (ICAO) Global Aviation Training (GAT) Office and is offered to the aviation community on the premises of a TRAINAIR PLUS Member. The TDC will train civil aviation course developers to design and develop Standardized Training Packages (STPs), based on ICAO's Training Development Guide, Competency based Training Methodology (Doc 9941).

Content

- Preliminary Study
- Population Analysis
- Design of Module
- Evaluation
- Job Analysis
- Design of Curriculum
- Production & Developmental Testing

Learning Objectives

Upon completing this course, participants will be able to:

- Analyze training needs and job tasks and target populations
- Determine training objectives
- Sequence objectives and group them into modules
- Prepare and validate tests
- Design training modules
- Develop course content and produce training material
- Conduct validation delivery of training material
- Identify and recommend post-training activities, including planning and monitoring on-the-job training

Pre-requisites

- University degree and equivalent qualifications and experience in one or more civil aviation field(s) or in adult learning development and training
- Computer skills using contemporary software programs
- Good oral and written command of the language of instruction

Course Format	Target Audience	Certification
This course provides 10 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Aviation professionals who wish to develop competency-based training courses • Instructors who wish to enhance their course development skills for instructor-dependent material and Heads of departments • Training managers, supervisors and professionals who want to increase their productivity as developers of training and educational programs	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

(ITP) Training Instructor's Course(Part 2)

Course Goal

The ICAO TRAINAIR PLUS TIC is a two-part course that will enable participants to methodically conduct training courses in accordance with ICAO Instructor Competency Framework and develop the required training strategies for course delivery. The TIC will train instructors to deliver STPs, based on the TRAINAIR PLUS methodology, as well as conventional courses.

Content

- Training Preparation
- Training Delivery
- Training Reports

Learning Objectives

Upon completing this course, participants will be able to:
- Prepare a training environment including facilities, equipment and instructional material
- Manage the trainees by using effective training strategies
- Conduct training with a variety of instructional methods as required for the training
- Perform trainee assessments appropriately, objectively, and correctly
- Perform course evaluations effectively
- Complete training reports for course improvement

Pre-requisites

- University degree and equivalent qualifications and experience in one or more civil aviation field(s) or in adult learning development and training
- Computer skills using contemporary software programs
- Good oral and written command of the language of instruction

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Pre-service and in-service instructors with little or no formal training background • Aviation training instructors and aviation professionals who are dedicated to the implementation of competency-based training programs • Subject matter experts and specialists who wish to upgrade their instructional competencies · Current instructors who wish to refresh and upgrade their trainer competencies • Supervisors or managers in the field of CNS relevant departments	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

Delivery : Virtual Classroom

(STP) Airport Development & ORAT

Course Goal This course will provide airport developers with necessary knowledge, skills and attitudes to ensure that airport development & ORAT procedures are implemented appropriately in order to achieve the goal of the efficient and coordinated airport operation and management in accordance with airport development and ORAT manuals and National Regulations.

Content
- Predict required airport capacity & size
- Establish an airport development plan
- Provide the conceptual design of airport facilities
- Organize the Operation Readiness and Airport Transfer (ORAT)

Learning Objectives

Upon completing this course, participants will be able to:
- Predict required airport capacity & size in accordance with demand forecasting
- Establish an airport development plan reflecting the required capacity demand
- Provide the conceptual design of airport facilities(Aerodrome, Terminal, Other Facilities)
- Organize the Operation Readiness and Airport Transfer (ORAT)

Course Format	Target Audience	Certification
This course provides 4 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Airport developers in infrastructure	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

(ITP) Virtual Classroom Instruction

Course Goal

The ICAO TRAINAIR PLUS Virtual Classroom Instruction (VCI) course provides instructors with the competencies required to deliver online courses, supporting the transition from teaching in a classroom to managing instruction within a virtual classroom.

Content

- Teaching activities in a virtual classroom
- Effective Delivery skill in a virtual classroom

Learning Objectives

Upon completing this course, participants will be able to:

- Prepare for a virtual classroom delivery
- Manage learning activities in a virtual classroom
- Deliver instruction effectively in a virtual classroom

Course Format	Target Audience	Certification
This course provides 1 day of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Primary: ICAO qualified Instructors who plan to deliver online training • Secondary: Instructors in any training organization who plan to deliver online training	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

Delivery : Offline

(ITP) Landside Security

Course Goal

This course will provide relevant aviation security personnel at the national/airport level with necessary knowledge and skills to design and implement preventive security measures in the landside area of an airport, in accordance with ICAO Annex 17, Aviation Security Manual Doc 8973 Restricted, the State's National Civil Aviation Security Program (NCASP) and Airport Security Program(ASP).

Content

- Threat and risk analysis for the landside security
- Development of Security Measures in the landside
- Security Design of airport landside facilities
- Development of ASP contingency plan for the landside security
- Security Culture for the Airport Landside

Learning Objectives

Upon completing this course, participants will be able to:

- Analyze existing/emerging threats and risks to ensure the effectiveness of the measures in place in relation to the threat for the landside security
- Develop appropriate security measures based on a security risk assessment process to detect, deter and mitigate risks for the landside security
- Design the security of airport facilities in the landside area to prevent and/or mitigate acts of unlawful interference
- Analyze the ASP contingency plan to ensure its effectiveness
- Enhance the security culture program encompassing the effectiveness and efficiency of security measures in mitigating risks for the landside security

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Personnel from national civil aviation authorities, airport police and airport authorities who are responsible for security operation • Relevant stakeholders involved with landside security operations	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

(ITP) Aviation Data-driven Decision Making

Course Goal
The AD3M Programme is designed to prepare aviation professionals to generate reports and interpret results for making effective decisions, managing risk and setting priorities for different civil aviation activities, operations, or procedures.

Content
- Module 1 - Introduction
- Module 2 - Data management
- Module 3 –Metrics and Indicators
- Module 4 –Basic Statistical Analysis
- Module 5 - Visualization and Reporting
- Final Exam

Learning Objectives
Upon completing this course, participants will be able to:
- Apply best practices of data-driven decision making in aviation
- Define suitable key performance indicators (KPIs) in civil aviation sectors
- Apply aviation data-driven decision making principles and methods in their professional roles

Pre-requisites
AD3M online course

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Aviation professionals and managers from Civil Aviation Authorities (CAAs), airlines, aerodrome operators, and other service providers involved in collecting, managing, reporting or making decisions using aviation data.	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

(STP) Aerodrome Inspection

Course Goal
This course provides a competency-based training on aerodrome safety inspection for aviation authorities and airport operators. Trainees will learn how to carry out aerodrome inspection in accordance with ICAO SARPs(Standards and Recommended Practices) and relevant national standards through classroom interaction training, field practices and exercises at airside areas.

Content
- Inspection introduction
- Surface inspection
- Markings, signs, lightings and NAVAIDs inspection
- Airside access and safe movement inspection
- Airside safety operations inspection
- NOTAM inspection
- Wildlife inspection
- Rescue and fire-fighting inspection
- Safety management system inspection

Learning Objectives
Upon completing this course, participants will be able to:
- Employ standard communication phraseology required for safely conducting aerodrome inspection
- Conduct an Aerodrome Surface Inspection
- Conduct an inspection of Visual aids and navigational aids (NAVAIDs)
- Verify airside access and movement in airside areas
- Conduct an inspection for the application of safety measures in airside operations
- Verify the application of Notice to Airmen (NOTAMs)
- Inspect the presence of wildlife
- Conduct an inspection of Aerodrome Rescue and Fire Fighting Services (ARFFS)
- Conduct an inspection of a Safety Management System (SMS)

Pre-requisites
Good command of both written and spoken English.

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Entry level aerodrome inspectors and aerodrome agents to become aerodrome inspectors	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

ICAO Course

ACI Course

IATA Course

Fellowship Course |
Customized Course | NGAP Course

(ITP) Universal Safety Oversight Audit Programme Auditor Preparation

Course Goal

This online training assists aviation experts to prepare for Universal Safety Oversight Audit Programme Continuous Monitoring Approach (USOAP CMA) activities. It highlights the essential content of the protocol questions, relating them to the associated ICAO documents, including the ICAO Annexes and associated guidance material in each audit area. The material covered by this training is aligned with the Safety Oversight Audit Manual (Doc 9735).

Content

- Personnel licensing and training (PEL)
- Aircraft operations including dangerous goods (OPS including DG)
- Airworthiness of aircraft (AIR)
- Aircraft accident and incident investigation (AIG)
- Air navigation services (ANS)
- Aerodromes and ground aids (AGA)
- Primary aviation legislation & civil aviation regulations (LEG) and civil aviation organization (ORG)

Learning Objectives

Upon completing this course, participants will be able to:
- Describe USOAP concepts and methodologies
- Describe ICAO audit areas relevant to their expertise
- Define the performance of safety oversight in their respective audit area(s)

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Representatives • State Nominees • State employees • TCB experts • Private industry experts	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

Delivery : Virtual Classroom

(ITP) Unmanned Aviation Fundamentals

Course Goal

The course provides CAA personnel involved in the regulation of unmanned aviation with the competencies required to address the current and emerging safety issues related to unmanned aircraft operating in international and national airspace, consistent with the developing ICAO Standards and Recommended Practices (SARPs) framework.

Content

- Module 0: Introduction
- Module 1: Unmanned Aviation Regulatory Framework
- Module 2: Requirements for Implementing Unmanned Aviation Regulations
- Module 3: Oversight of Unmanned Aviation Activities
- Module 4: Communicating Unmanned Aviation Processes

Learning Objectives

Upon completing this course, participants will be able to:
- Understand ICAO provisions and guidance materials on unmanned aviation
- Develop national regulations and policies relating to unmanned aviation
- Design oversight activities for unmanned aviation
- Implement oversight activities for unmanned aviation
- Deploy a communication strategy to disseminate implementation processes

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Middle management level CAA personnel involved in policy development, regulations, safety, and operations of unmanned aviation • Other relevant CAA personnel.	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

(STP) Aerodrome CNS Engineering

Course Goal This course will provide CNS(Communication, Navigation and Surveillance) engineers with the necessary knowledge, skills and attitudes to ensure that the procedures and process for CNS relevant facilities operations & maintenance are implemented satisfactorily and applicably in order to accomplish the goal of safe and efficient operations and maintenance in accordance with corresponding standards and recommended practices.

Content
- CNS installation project management
- Ground inspection on CNS facilities
- Flight inspection on CNS facilities
- Troubleshooting of the CNS System

Learning Objectives

Upon completing this course, participants will be able to:
- Manage a project for the CNS facilities installation
- Perform the ground inspection on CNS facilities
- Conduct the flight inspection on CNS facilities
- Troubleshoot the CNS system failures

Pre-requisites
- More than two-years vocational experience in CNS engineering
- Good command of both written and spoken English

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Technical engineers and technicians in the field of CNS relevant departments • Supervisors or managers in the field of CNS relevant departments	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

Delivery : Offline

(STP) Airport BHS & HBS Design & Management

Course Goal
The main goal of the training solution is to provide BHS and HBS system managers with the necessary knowledge, skills and attitudes to effectively perform their duties in the BHS and HBS during normal and contingency operations in accordance with regulations and standards specified in pertinent BHS & HBS manuals.

Content
- Design of Baggage Handling and Hold Baggage System
- Development of a Master Operational Plan
- Management of BHS Operation & Maintenance
- Handling of Contingency Situations
- Improvements of Operation Quality

Learning Objectives
Upon completing this course, participants will be able to:
- Effectively and efficiently design and manage BHS and HBS
- Consequently it will lead to safe and efficient airport operations

Pre-requisites
Good oral and written command of the language of instruction

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ICAO instructor. Students will be evaluated based on the mastery test.	• Airport BHS & HBS managers who has started or has several years of experience about airport BHS & HBS management	You will receive an ICAO certificate if you complete the course successfully by passing the mastery tests with more than average 80 percent.

ACI Course

Delivery : Virtual Classroom

Developing a Customer Service Culture at Airports: Measuring and Benchmarking the results

Course Goal

This course explores how to integrate the airport's mission/vision, master plan, airport brand and customer service delivery, and create the necessary alignment between all essential players (airport operator and the entire airport community) to achieve excellent results. These include enhanced customer experiences, improved customer satisfaction, a more positive airport image, stakeholder involvement and buy-in, and increased net revenues. The course examines techniques and principles and how to use them to achieve the very rewarding benefits that come from excellent customer experience management.

Content

- Best practice approach to managing service quality, airport-wide brand and service standards
- Raising internal and external customer service awareness including PRM needs
- Defining customer satisfaction and selecting the right benchmarks
- Setting customer satisfaction goals using reward and recognition programmes
- Survey design and methodology and analysing and presenting results
- Approaches to engaging, energizing, and motivating airport employees and airport partners
- Developing performance management programmes and communications plan

Learning Objectives

Upon completing this course, participants will be able to:
- Describe tools that enhance customer service airport-wide and build customer loyalty
- Use customer service techniques to attract new clients, increase passenger traffic, enhance the reputation of the airport, and motivate airport staff
- Apply customer-centric tools to make key business and operational decisions
- Analyse customer satisfaction research to define and manage the airport's brand and implement a comprehensive customer service improvement programme

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ACI instructor. Students will be evaluated based on the mastery test.	• Airport General Manager/ Executive Director • Airport Operations, Customer Service, Quality Assurance Directors, Managers, officers and staff • Airport Marketing, Commercial, Public Relations and Communications Directors and staff • Airport Security and Regulatory Managers, Airport Security Supervisors and staff • Airport Administration Management and staff	You will receive an ACI certificate if you complete the course successfully.

Airport Business Analytics

Course Goal

The objective of this course is to introduce participants to some of the essential tools and techniques used to support data-driven decision making in organizations with applications to the airport industry. Seminar themes take a holistic approach to cover key quantitative tools with applications in economics, finance, marketing, operations and other airport functional areas. Topics include predictive analytics based on regression techniques, airport financial analysis through a battery of key performance indicators as well as the rudiments of air transport demand forecasting.

Content

- Airport statistical nomenclature and concepts for international comparability
- Getting to know your data with descriptive statistics; Basic marketing research techniques
- Empirical applications in economic theory: correlation versus causation and interpreting elasticities
- Measuring business performance: Internal versus external benchmarking
- Developing and interpreting key performance indicators from economic and financial data
- Analysing revenue, cost and profitability indicators; constructing the weighted average cost of capital
- Global analysis of the economic and financial characteristics of the airport industry
- Measuring seasonality and deseasonalizing time series data
- Airport traffic forecasting methods for the short medium and long term

Learning Objectives

Upon completing this course, participants will be able to:
- Understand basic statistical nomenclature related to airports and air transport demand
- Apply analytical techniques - descriptive statistics, correlations, regression analysis and interpret the results
- Apply analytical techniques using computer-based applications
- Develop an understanding of Key Performance Indicators based on financial data to measure business performance
- Apply standard traffic forecasting tools in Microsoft Excel

Pre-requisites

General basic knowledge of Excel (e.g. data input, cell formatting, basic formulae and cell referencing, etc.) is required. Depending on the class composition of registered course participants and their collective preferences, session themes may vary beyond the core modules.

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ACI instructor. Students will be evaluated based on the mastery test.	• Airport Analysts, Statisticians and Economists • Airport Finance Directors and Managers • Airport Marketing and Research Managers • Airport Operations Directors and Managers • Airport Consultants and related professionals • Civil Aviation Authority Officials • World Business Partners and other aviation experts	You will receive an ACI certificate if you complete the course successfully.

Airport Financial Management

Course Goal

This course provides participants with a thorough framework for optimizing financial management and capital programming by applying proven investor engagement principles. The course also highlights ways to ensure assets are well managed in support of short and long-term strategic goals. Participants will be encouraged to view airport financial management in a holistic way, noting the complex relationships that airports must navigate with air carriers and other aviation stakeholders, including the community and region and, in some cases, with shareholders. Participants will be expected to challenge conventional thinking, with attention to the growing role of joint venture and concession partnership activities in delivering airport products and services, together with the potential use of private equity to deliver strategic investments. They will also be encouraged to become familiar with ICAO and ACI guidance on airport governance.

Content

- Aviation industry as a driver of the global economy and the airport's pivotal role in supporting this dynamic sector
- Critical airport/airline relationship and its adversarial nature
- Statistical analysis of the impact of the global pandemic on the airport and its stakeholders
- Capital structure models
- Legal aspects of financial management, including ICAO principles, international norms, and domestic legislative obligations
- Advantages / disadvantages of typical financial decision-making tools
- Enterprise Risk Management concepts
- Principles, key terms, and analytics used in assessment of project proposals, including techniques related to project feasibility, evaluation methods, alternative assessment criteria, and investment structures available to public and private airports
- Communications tools and presentation methods for engaging investors
- Airport best-practices from both private and public airports

Learning Objectives

Upon completing this course, participants will be able to:

- Analyze the role of long-term financial planning to support airport development efforts and achieve shareholder return-on-investment obligations
- Understand financial management principles and airport industry best practices
- Apply strategic methods to manage, direct, and control the efficiency and effectiveness of capital resource over the life cycle of the airport business
- Understand corporate financial reporting requirements and the steps taken in deriving the airport's bottom line
- Analyze the dynamic changes in capital sourcing and investment management practices associated with both short-term project and long-term infrastructure finance
- Explain the role of new airport ownership models, including Private Equity Placement and Public Private Partnership (PPP) among the latest joint ventures and concession arrangements
- Examine the airport's role in promoting social responsibility and the growing commitment to environmental sustainability

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ACI instructor. Students will be evaluated based on the mastery test.	• Airport General Managers and Executive Directors • Airport Financial Directors, Managers and staff • Airport Investors • Airport Financial Analysts and Consultants • Institutional and Third-party Investment Managers	You will receive an ACI certificate if you complete the course successfully.

Airport Technical Planning

Course Goal

This course introduces participants to the technical aspects involved in developing an Airport Master Plan. The development of technically sound plans for airport development requires a careful balance between safety / security objectives, operational effectiveness that serves airlines and their passenger and cargo clientele, and enables a return on investment for the airport owner.

Content

- Definition and understanding of the technical aspects of an Airport Master Plan
- Understand methodologies for determining airport capacity
- Physical planning for all airport sub-systems including airfield, passenger and cargo terminals, support and utility services, commercial and business related activities, ground / marine transportation, and integration with off-site development requirements
- Introduction of airport innovation, sustainability and environmental impact assessment
- The role of technical simulation in airport case study analysis
- Determining capital / operating costs and revenue potential for various airport design options
- Review multiple examples of technical aspects of best-practice Master Plans

Learning Objectives

Upon completing this course, participants will be able to:
- Explain the different technical elements of the Master Plan
- Describe the ICAO standards and recommended practices that drives the entire airport development process
- Understand potential airport sub-system innovations and future challenges (e.g. security systems)
- Identify the different methodologies for determining airport capacity and related supply options
- Recognize evolving airline business models and challenges to match service levels with customer expectations
- Ensure matching capacity across airport sub-systems, including integration with off-airport surface / marine transportation, utility requirements, and other urban development priorities
- Address the growing importance of sustainability and environmental impacts associated with airport growth and change

Course Format	Target Audience	Certification
This course provides 3 days of instruction delivered by an official ACI instructor. Students will be evaluated based on the mastery test.	• Senior Airport Management with oversight responsibilities for their Airport Master Plan • Airfield and Terminal Planners and Project Team members • National Regulatory Officials • City and Town Planners • Team members from Financial Organisations who are involved in Airport Developments	You will receive an ACI certificate if you complete the course successfully.

Delivery : Offline

Terminal and Landside Operations

Course Goal

This course will explore, at an introductory level, how to optimize airport terminal and landside operations, leverage the involvement of the various stakeholders and others in the airport community including airport employees. Participants will also understand the importance of providing a positive customer experience from curb to gate that is in harmony with security, facilitation, and health requirements as well as revenue generating activities. This course will explore the impact of the COVID-19 pandemic crisis on the aviation industry and the industry's response to facilitate recovery.

Content

- Regulatory framework and guidance for air travel through the COVID-19 Public Health Crisis
- Airport customer experience management and airport employee engagement
- Terminal design and operations
- Airport retail program
- Airport security
- Airport facilitation and PRM
- Emerging Technologies (NEXTT)
- Airport Landside Operations and Congestion management
- Baggage handling and Cargo Management
- Customer priorities at airports
- COVID-19 Pandemic Crisis impact on aviation and industry plans for recovery
- International noteworthy practices

Learning Objectives

Upon completing this course, participants will be able to:
- Describe the tools used by airport operators working in collaboration with the entire airport community to engage airport employees, enhance customer experience and respond to customer priorities
- Understand the terminal design categories and the advantages and disadvantages of each
- Learn the impact of airport concessions on customer experiences, customer satisfaction, terminal design and airport profitability
- Explain the importance of innovation and the accelerating evolution of emerging technologies which are optimizing operational effectiveness and efficiency as well as re-imagining the customer experience
- Describe the major components of the air cargo industry including the members of the air cargo community and the functions of the air cargo terminal

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ACI instructor. Students will be evaluated based on the mastery test.	• Airport Operations Managers, supervisors, and staff • Airport Customer Service and Quality Assurance Managers, supervisors, and staff • Airport Marketing and Commercial Managers, supervisors, and staff • Front line staff (Operations, Customer Experience / Customer Service and Administration)	You will receive an ACI certificate if you complete the course successfully.

Air Traffic Forecasting

Course Goal

This course provides airport managers and staff with the essential guidance needed to interpret air traffic forecasts and use different forecasting techniques (including a review of strengths and weaknesses). Using a combination of theory and case studies, course participants will learn about key industry drivers, the data available to forecasters and the various forecasting techniques.

Content

- Travel market profiles and categories
- Traffic data sources
- Traffic segmentations
- Competition
- Airline strategies
- Hubbing
- Forecasting methodologies and hourly profiles
- Influencing factors

Learning Objectives

Upon completing this course, participants will be able to:
- Describe best practices for effective Air Traffic Forecasting
- Interpret existing air traffic forecasts
- Prepare air traffic forecasts
- Describe the new trends and techniques in Air Traffic Forecasting
- Identify opportunities for benchmarking using own models and techniques

Course Format	Target Audience	Certification
This course provides 3 days of instruction delivered by an official ACI instructor. Students will be evaluated based on the mastery test.	• Airport General Manager/ Executive Director • Airport Finance Directors, Managers and Staff • Airport Marketing and Commercial Managers and Staff • Airport Consultants • Airport Planners	You will receive an ACI certificate if you complete the course successfully.

Delivery : Offline

Airport Security Operations

Course Goal

This course provides an overview of aviation security global structure, its legal regime, human and technical requirements governing airport security, and their practical implementation at an airport.

Content

- Aviation Security (AVSEC) Global Structure
- Security Regulations
- Threat and Risks Evaluation
- Access Control and Surveillance
- Passenger Baggage Security Inspection (Hold and Cabin)
- Cargo, Mail and Supplies Security
- Anti-sabotage measures
- Crisis management
- Response to Security Emergencies
- Human Factors in Security
- Prohibited and Dangerous articles
- Technology and Security Equipment
- Aviation Security and Drug Traffic
- Security and Facilitation

Learning Objectives

Upon completing this course, participants will be able to:

- Describe the legal regime on airport security
- Describe the close relationship and the need for close cooperation between Security and Facilitation
- Discuss the latest developments in the field of airport security
- Give examples of how to manage security staff and equipment at their airport in cases of emergencies
- Explain how to handle crisis situations and review case studies

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ACI instructor. Students will be evaluated based on the mastery test.	• Airport Security Managers, Supervisors and staff • Airport Operations Directors, Managers, Officers and staff • Airport Emergency Managers, Officers and staff • Airline officials • Special services providers • Government and Private Security organizations • Civil Aviation Authority officials • Law Enforcement Personnel with Airport assignments	You will receive an ACI certificate if you complete the course successfully.

Quality Management in Airport Security

Course Goal

The ACI Quality Management in Airport Security is a practical course and provides guidance to aviation security personnel at a managerial level on quality management in airport security and associated pro-active initiatives that are in accordance with QMS and airport industry leading practices.

Content

- The importance of quality management and its application to airport security
- Principles of a systems approach to Quality
- A practical approach to quality management: how to design and implement initial and evolving QMS systems
- Internal quality assurance / audit approaches
- Threat and risk management
- Reporting and recording of incidents
- Quality, Safety, Service, and Security Culture
- Human resources
- Evolving the systems with and within the organization
- Multiple simulation exercises on security planning and threat assessment in addition to managing simulated airport threats

Learning Objectives

Upon completing this course, participants will be able to:
- Apply the concepts of quality management to aviation security and explain the role of the aviation security manager
- Describe in detail how a quality management system can be implemented
- Understand the contribution that Quality Management System (QMS) provides to an integrated security system
- Implement a robust quality control program and a process of continuous improvement
- Set up and run a QMS committee
- Set up procedures and mechanisms for reporting and recording quality, service, and security incidents
- Create measures to benchmark and assess effectiveness
- Implement regular reporting mechanisms and communications channels within the airport and other relevant agencies
- Create a QMS training provision
- Develop and maintain quality management within the organization

Pre-requisites

- Must hold a supervisory or management security position in a civil aviation airport
- Must have a minimum of one to two years' experience in the field of airport security

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ACI instructor. Students will be evaluated based on the mastery test.	• Airport managers and personnel with security and quality management responsibilities • Suppliers and service providers with security responsibility at an airport (e.g., ground handlers, maintenance organization, cargo agents, catering, or airport security providers) • Civil aviation security regulators	You will receive an ACI certificate if you complete the course successfully.

Delivery : Virtual Classroom
Date : 17 October to 21 October, 2022 (5 days)

Managing Aerodrome Works

Course Goal

All aerodromes must manage work in progress at some point whilst maintaining daily airport operations in a safe manner. This course provides detailed information on how to plan aerodrome works, ensure the necessary documentation is prepared in accordance with the Airport's Safety Management System (SMS), control the work daily and to bring new developments to operational status. This course details how to manage construction in a safe manner that allows aircraft operation to continue while work is on-going.

Content

- The airport development process
- Introduction to aerodrome works
- Project planning and preparation
- Project submission process
- Runway incursion
- Hazard Identification, Safety Cases and Risk Assessments
- Permits to Work
- Runway Works

- Environmental Impacts
- Progress and Development Meetings
- Stakeholder Consultation
- ATC / Airfield Operations Coordination
- Accepting Works Areas into Operation
- Regulatory Approval
- Compliance Matrices
- Case studies and Group exercises

Learning Objectives

Upon completing this course, participants will be able to:
- Outline the documentation needed to effectively manage works, Risk Assessments and Compliance Statements.
- Ensure all documentation complies with National and International Standards.
- Develop an aerodrome works plan.
- Explain how to effectively manage contractors to ensure safe operations.
- Discuss examples of managing works and how they relate to their own projects.
- Explain the need for effective and safe "Management of Change" in the Aerodrome works process.

Course Format	Target Audience	Certification
This course provides 5 days of instruction delivered by an official ACI instructor. Students will be evaluated based on the mastery test.	• Senior Airport Management who manage Aerodrome Works • Airfield Planners and Project Managers • Airside Safety and Compliance Managers • Duty Managers, Airside Safety Staff and Supervisors • Strategic development managers • Civil engineering managers • National Regulators	You will receive an ACI certificate if you complete the course successfully.

IATA Course

Delivery : Offline

Cargo Business Intelligence and Competition Analysis

Course Goal

Industry and competitive analysis are part of strategy development in organizations. Managers need to use competition analysis tools to allocate resources, reach strategic goals such as increasing market share or improving profitability. This will help your company improve its position within the cargo industry. Learn about the factors that impact performance in the industry, how to make effective decision through the interpretation of market research and analysis, and how to help your company improve its market share.

Content

- Competitive advantages of analyses
- Market segmentation in air cargo
- Business intelligence tools in air cargo and aviation in general
- Methods for preparation of segmentation and segment to subsets
- Strategic short, medium and long-term focus in competitive analyses
- Turning competitive know-how into profit for the company
- Compliance rules and regulations, and legal aspects

Learning Objectives

Upon completing this course, participants will be able to:
- Describe the key business fundamentals related to strategic and competitive analyses
- Relate how the structure of industries impact company and industry-level performance
- Recognize and use practical skills in analyzing industries and companies within them
- Develop in-depth knowledge of segmentations and how to segment to subsets in air cargo
- Apply techniques for analysing both the internal operation of a company and the external environment in which it operates
- Experience structured ways to constantly track your competitive environment
- Discuss the role of market research

Prerequisites

- Participants should have prior knowledge of air cargo business.
- Recommended level is Intermediate and Advanced.
- The recommended level of language proficiency is ICAO Operational Level 4 for courses in English or the equivalent level for other languages.

Course Format	Target Audience	Certification
This classroom course provides 3 days (24 hours) of instruction delivered by an official IATA instructor. Student performance will be based on assessment.	• Cargo executives, management, high-potential and future leaders • Functional managers recently transitioned or will soon transition into a business leadership position	An IATA Certificate of Completion is awarded to participants obtaining a grade of 70% or higher on all exercises and exams. A special distinction is awarded to participants obtaining a grade of 90% or higher.

Temperature Controlled Cargo Operations

Course Goal

You will learn about the packaging requirements and the air cargo industry's best practices for storing, accepting and handling time-and temperature-sensitive healthcare shipments. Your business will need to guarantee the efficient and reliable handling of time- and temperature-sensitive products under variable circumstances. Following the requirements of the Quality Management Systems (QMS) applicable to the Healthcare and Air Cargo industries, apply these skills in practice scenarios, and receive guidelines to create your own Standard Operating Procedures (SOPs) and Service Level Agreements (SLAs)

Content

- Regulatory environment and Healthcare industry requirements
- Procedures for handling time and temperature sensitive healthcare shipments
- Temperature management and temperature excursions
- Critical control points in the healthcare supply chain
- Packaging technologies and Use of SOPs and SLAs a
- Use of the IATA Time and Temperature Sensitive handling label and Acceptance Checklist

Learning Objectives

Upon completing this course, participants will be able to:
- Anticipate the logistical and regulatory needs of the global healthcare industry
- Identify potential risks at critical points in the cold chain
- Prevent and manage temperature deviations at critical points in the cold chain
- Create your own Service Level Agreement (SLA) to clarify mutual expectations and minimize challenges within the cold chain
- Develop Standard Operating Procedures (SOP) that ensure consistency in your operations
- Know and understand and air cargo industry's best recommended practice as published in the IATA Perishable Cargo Regulations (PCR) and Temperature Control Regulations (TCR)

Pre-requisites

Participants should have prior knowledge of air cargo procedures.

Course Format	Target Audience	Certification
This course provides 3 days of instruction delivered by an official IATA instructor. Students will be evaluated based on the final test.	• Managers and staff involved in air cargo, Cargo quality, Cargo terminal, Ramp operations, Ground Handling Services, Cargo reservations, sales and commercial analysis	An IATA Certificate of Completion is awarded to participants obtaining a grade of 80% or higher on all exercises and exams. A special distinction is awarded to participants obtaining a grade of 90% or higher

Delivery : Offline

Audit, Quality and Risk Management for Temperature Controlled Cargo

Course Goal

As your pharmaceutical handling operations expand to new markets, you will be subject to a spectrum of international, national, and industry audit requirements. This course provides a standard internal audit process you can immediately apply within your business to ensure compliance with common regulations and quality standards. Through daily course exercises, you will have the opportunity to use the IATA Time and Temperature Sensitive Audit Checklist and develop corrective actions based on your findings.

Content

- Quality management
  - Quality control concepts
  - Quality Risk Management (QRM) methodology
- Audit fundamentals
  - Collection of data
  - Data analysis
  - Interviewing skills
  - Conducting an audit, validation or assessment
- Audit findings
  - Writing an effective audit report
  - Identifying root cause
  - Applying corrective actions and comprehensive fixes
  - Identifying residual and new risk

Learning Objectives

Upon completing this course, participants will be able to:
- Implement all steps of an internal audit of your cold chain operations
- Set up quality standards and metrics
- Collect data and documenting your findings
- Complete the IATA Temperature Controlled Cargo Audit Checklist
- Write a professional audit report with conclusive data analysis
- Apply audit findings to ensure quality across your operations

Pre-requisites

- It is recommended that participants complete the Temperature-Controlled Cargo Operations course prior to attending this course.
- Recommended level is Intermediate and Advanced.
- The recommended level of language proficiency is ICAO Operational Level 4 for courses in English or the equivalent level for other languages.

Course Format	Target Audience	Certification
This classroom course provides 5 days (40 hours) of instruction delivered by an official IATA Instructor. Student performance will be based on an assessment.	• Cargo quality operations managers • Airline, handler or freight forwarder operations managers • Warehouse and ramp operations managers • Pharmaceutical auditor managers	An IATA Certificate of Completion is awarded to participants obtaining a grade of 80% or higher on all exercises and exams. A special distinction is awarded to participants obtaining a grade of 90% or higher.

Airport Route Development and Commercial Management

Course Goal

This course will teach you how to design and implement a development strategy for two key revenue generators, routes, and commercial management. Through exercises, you will learn how to determine the right mix of aeronautical and non-aeronautical services being offered to satisfy the customers, airlines and bottom line of any airport.

Content

- Airport business environment and economics
- Business and commercial marketing strategy
- Differentiation in route development
- Redefining the commercial consumer strategy
- Selecting the optimal commercial product mix
- Property management and other non-aeronautical revenue streams
- Marketing intelligent investments
- Commercial management structure

Learning Objectives

Upon completing this course, participants will be able to:
- Determine your airport's position in the competitive airport landscape
- Design and implement an effective route development strategy
- Formulate a comprehensive commercial strategy to boost non-aeronautical revenue
- Find synergies between your aeronautical and non-aeronautical profit sources
- Evaluate new and alternative revenue streams

Pre-requisites

- Participants should have a good knowledge of airport business and operations.
- Recommended level is Intermediate and Advanced.
- The recommended level of language proficiency is ICAO Operational Level 4 for courses in English or the equivalent level for other languages.

Course Format	Target Audience	Certification
• This classroom course provides 5 days (40 hours) of instruction delivered by an official IATA Instructor. • Student performance will be based on an assessment	• Airport managers and consultants • Airport operations managers and consultants • Airlines affected by airport privatization	An IATA Certificate of Completion is awarded to participants obtaining a grade of 70% or higher on all exercises and exams. A special distinction is awarded to participants obtaining a grade of 90% or higher.

Delivery : Offline

Airport Operations - Advanced

Course Goal

This course is essential training for airside and landside operations managers. Gain practical knowledge to manage key airport operations with high efficiency and safety. Understand and meet the operational requirements of main stakeholders: airlines, authorities, ground service providers, passengers, and freight forwarders.

Content

- Overview
- Elements of airport master planning
- Managing the environment
- Operations
- Airport security
- Management
- Extreme weather operations
- Management
- Airside concessions
- Customer service
- The future of airports
- Airport emergencies
- Airport as an operational system
- Collaborative airport decision making
- Safety management system for airports
- Relations with airlines
- Training requirements
- Passenger facilitation

Learning Objectives

Upon completing this course, participants will be able to:

- Use proven techniques to improve your operational practices, solve problems, and optimize benefits
- Combine modern business practices with operations to meet international standards
- Identify areas for improvement in your operations and facilitation processes
- Apply performance measurement techniques to support key operational project needs

Course Format	Target Audience	Certification
This classroom course provides 5 days (40 hours) of instruction delivered by an official IATA Instructor. Student performance will be based on an assessment	• Airport managers and supervisors in operation services, maintenance, engineering, security and safety • Duty managers • Corporate management professionals	An IATA Certificate of Completion is awarded to participants obtaining a grade of 70% or higher on all exercises and exams. A special distinction is awarded to participants obtaining a grade of 90% or higher.

Airport Financial Management

Course Goal

Over the next decade airports need to expand and diversify their business in order to keep up with the increasing demand for air travel, and financing this development can be challenging. Improve your understanding of the air transportation system, and analyze current financial industry trends and how they impact your airport. Examine the importance of implementing strong management control systems and learn how to successfully forecast your business. Evaluate the benefits of efficient customer service and how it relates to a successful pricing strategy.

Content

- Current events in aviation
- Analyzing airport costs
- Air policy liberalization
- Controlling operational costs
- Low cost airlines
- Analyzing revenue and profitability
- Airport privatization
- Cost re-balancing process
- Managing airport privatization
- Managing shareholder relations
- Risk elements
- Capital funding sources
- Developing a business plan
- Airport pricing strategies

Learning Objectives

Upon completing this course, participants will be able to:
- Assess financial performance and forecast demand
- Manage shareholder relations
- Evaluate privatization and re-structuring options
- Understand and accommodate the needs of customers

Course Format	Target Audience	Certification
This classroom course provides 5 days (40 hours) of instruction delivered by an official IATA instructor. Student performance will be based on an assessment.	• Airport and Airline Managers, Accountants, Treasurers and Controllers • Financial Managers and Analysts	An IATA Certificate of Completion is awarded to participants obtaining a grade of 70% or higher on all exercises and exams. A special distinction is awarded to participants obtaining a grade of 90% or higher.

Delivery : Offline

Airport Total Quality Management and Customer Service

Course Goal

This 5-day course provides you with practical guidelines and case studies using TQM concepts for you to adopt in your respective strategies, going beyond the compliance phase. It also analyses customer experience, beyond simple airport customer service, towards a seamless and memorable experience.

Content

- What is quality and Total Quality Management (TQM)
- TQM for airport business
- TQM for airport operations
- TQM for the environment
- Benchmarking quality
- Integrated Quality Management Systems (QMS) for airports
- Introduction to customer service
- Customer insights
- Customer journey mapping
- Creating a customer experience roadmap
- Best practice approaches to exceptional service within and outside the airport industry
- Creating a customer service culture
- Activities

Learning Objectives

Upon completing this course, participants will be able to:
- Define the concept of TQM and the benefits for airports
- Summarize latest approaches and best practices in TQM within the airport industry as well other service sectors
- Define the framework of an airport TQM strategy and how it impacts the airport's activities
- Describe the benefits of excellent passenger experience
- Create an implementation plan for delivering excellent passenger experience

Pre-requisites

- Participants should have prior knowledge of airport business and operations.
- Recommended level is Intermediate and Advanced.
- The recommended level of language proficiency is ICAO Operational Level 4 for courses in English or the equivalent level for other languages.

Course Format	Target Audience	Certification
• This classroom course provides 5 days (40 hours) of instruction delivered by an official IATA Instructor. • Student performance will be based on an assessment	• Airport and Airline managers • Airport Marketing, Commercial, Strategy, Quality Management, Operations, Customer Service departments • Aviation industry consultants and analysts	An IATA Certificate of Completion is awarded to participants obtaining a grade of 70% or higher on all exercises and exams. A special distinction is awarded to participants obtaining a grade of 90% or higher.

Dangerous Goods Regulations Recurrent Category 6

Course Goal

Revalidate your 24-month ICAO/IATA DGR requirement with the latest ICAO/IATA amendments and directives! It is mandatory to undergo recurrent DGR training every 24 months on the latest regulations and trends related to the carriage of dangerous goods. This refresher course provides awareness of the current legal requirements, operational restrictions, packaging instructions, marking, labeling and documentation regulation for dangerous goods, all in accordance with the current edition of IATA Dangerous Goods Regulations manual.

Content

- IATA Dangerous Goods Regulations manual
- Category 6 requirements
- Recent changes made to the manual in the past 24 months in accordance with ICAO Technical Instructions
- Participants will be encouraged to actively engage in discussions, sharing day to day experiences and challenges in the application of the Dangerous Goods Regulations

Learning Objectives

Upon completing this course, participants will be able to:
- Fulfil the 24-month ICAO/IATA recurrent dangerous goods training requirement
- Apply the recent updates of the IATA Dangerous Goods Regulations
- Understand and utilize latest ICAO and IATA amendments and directives
- Review and share practical aspects of dangerous goods handling with your peers

Pre-requisites

- Participants must hold a valid Dangerous Goods Regulations Category 6 certificate for the entire duration of the course they attend. If your certificate is older than 2 years, please register for the Dangerous Goods Regulation Category 6 Initial course.
- Recommended level is Entry-level and Intermediate.
- The recommended level of language proficiency is ICAO Operational Level 4 for courses in English or the equivalent level for other languages.

Course Format	Target Audience	Certification
This classroom course provides 3 days (24 hours) of instruction delivered by an official IATA Instructor. Student performance will be based on an assessment.	• Airline cargo acceptance and cargo agency staff • Cargo operations and ground handling staff • Station managers responsible for the safe transport of dangerous goods shipments • Shippers, cargo agents, consolidators, freight forwarders and others • Instructional designers and instructors responsible for dangerous goods training	An IATA Certificate of Completion is awarded to participants obtaining a grade of 80% or higher on all exercises and exams. A special distinction is awarded to participants obtaining a grade of 90% or higher.

Security Checkpoint Management

Course Goal

This course provides you with the latest assessment techniques for identifying weaknesses in your operations. Develop your staff by implementing stringent recruitment processes and recurrent training programs. Improve the use of your screening technology with the most current information on industry threats, new technologies and x-ray screening techniques.

Content

- Background and regulations
  - Current trends in aviation security
  - Legislative aspects of aviation security
  - Customer service vs. securing the flight
- Managing the checkpoint
  - Risk-based security
  - Security quality control
- Security checkpoint performance
  - Passenger process flow
  - How to measure performance
- Screening management
  - Recruiting screeners
  - Building a training program
  - Testing and designing drills
  - Checkpoint designs

Learning Objectives

Upon completing this course, participants will be able to:
- Identify X-ray screener job requirements
- Establish a training program for security screening staff
- Optimize passenger flow at security checkpoints
- Manage screening staff in day-to-day operations
- Establish and maintain threat recognition systems
- Know the screening technologies available on the market

Pre-requisites

- Participants should have a minimum of two years of experience in aviation or Civil Aviation Authority administration.
- Recommended level is Intermediate and Advanced.
- The recommended level of language proficiency is ICAO Operational Level 4 for courses in English or the equivalent level for other languages.

Course Format	Target Audience	Certification
This classroom course provides 5 days (40 hours) of instruction delivered by an official IATA Instructor. Student performance will be based on an assessment	• Security managers • Security screening supervisors	An IATA Certificate of Completion is awarded to participants obtaining a grade of 70% or higher on all exercises and exams. A special distinction is awarded to participants obtaining a grade of 90% or higher.

Airport Terminal Planning and Design

Course Goal

This course teaches the principles of terminal design, manage capacity, and support your terminal operations through infrastructure design. With understanding of airport terminal planning and design, gain insights to implement terminal planning procedure in your airport to optimize airport operation and enhance passenger airport experience.

Content

- Forecasting
- Terminal capacity, demand analysis and LOS
- Computer simulation of terminal flows
- Terminal operations support systems
- Baggage handling systems
- Terminal security planning and facilitation
- Airport access and landside facilities
- Automated People Mover (APM) and Passenger Boarding Bridge (PBB)
- Low cost terminal design concept

Learning Objectives

Upon completing this course, participants will be able to:
- Participate actively in planning and optimization projects by addressing terminal design issues
- Improve how you integrate user and technical infrastructure requirements into your terminal
- Identify terminal capacity and Level of Service (LOS)
- Identify opportunities for infrastructure improvements that can increase passenger convenience and revenue

Course Format	Target Audience	Certification
This classroom course provides 5 days (40 hours) of instruction delivered by an official IATA instructor. Student performance will be based on an assessment.	• Facility planners • Engineers • Terminal operators	An IATA Certificate is awarded upon successful completion of the course and final examination

Fellowship Course
Customized Course
NGAP Course

IAAA Fellowship Program

The Republic of Korea (ROK) has launched training programs to contribute to the evolution and safety of the world's aviation industry since 2001. In 2006, ROK and ICAO, recognizing the importance of assistance and cooperation in aviation training, established the Fellowship Program for aviation personnel around the world. The program is sponsored by the Government of the ROK and administered by the ICAO Technical Cooperation Bureau, and conducted by the Incheon Airport Aviation Academy (IAAA).

IAAA invites trainees from developing countries to participate in below courses with the aim of promoting balanced development of international civil aviation.

As of 2021, there have been around 1,400 trainees from 116 different countries around the world who have taken part in the Fellowship Program.

Trainees selected for the Fellowship Program will be able to participate in the designated complimentary course delivered by IAAA. For more concentrated and practical knowledge and know-how transfer, training courses will cover key issues necessary to enhance the required competency (knowledge, skills and attitudes) on airport construction, operation and management.

Courses

This year, courses are delivered on-line due to the COVID-19 situation.

No	Course Title	Date	Venue
1	(ICAO STP) Airport Development & ORAT	20~23 Apr 2022	Incheon Airport Aviation Academy
2	(ICAO ITP) Landside Security	24~28 May 2022	Incheon Airport Aviation Academy
3	(ICAO ITP) Safety Management Incorporating PANS-Aerodromes	21~25 June 2022	Incheon Airport Aviation Academy
4	(ICAO STP) Aerodrome Inspection	12~16 July 2022	Incheon Airport Aviation Academy
5	(ICAO STP) BHS & HBS Design and Management	6~10 Sep 2022	Incheon Airport Aviation Academy

＊ Courses and dates are subject to change. Please check the website before registering.

Application

Applicants are required to complete the on-line application form at '**www.korea-ftp.org**' It is required for all applicants to submit the Official Letter with the Nomination Form authorized by applicants' government.

For more course information and guideline, please visit '**www.korea-ftp.org**'

Customized Course

Customized courses are available for organizations needing for more in-depth analysis of their current issues. IAAA designs training programs for each participating organization to precisely meet their specific needs. Highly practical courses, based on Incheon International Airport's best practices in airport construction, operations, and management, provide new approaches and solutions to the issues that participants are facing in their workplace. Participants will be able to acquire necessary knowledge and practices to enhance airport operation efficiency and service quality through lectures, airport field visits and case studies.

Available Modules

Business Management/ Strategy
- Aviation policy
- Aviation industry insight
- Airport business framework
- Master planning and airport development
- Incheon Airport vision & strategy

Airport Terminal Operation
- Passenger terminal planning
- Information and Communication Technology (ICT) applied to airport
- Baggage Handling System (BHS) and Hold Baggage Screening(HBS) management
- Energy saving in the Heating, Ventilation and Air conditioning (HVAC) Operation
- Disposition of Transport facilities
- Environmental factors (noise, air pollution, GHG, etc.) management

Concession / Retail Management
- Concession marketing and planning
- Retail service management
- Airport commercial operations

Aerodrome Operation
- Airside access and safety management
- Aerodrome surface management
- Lighting/Marking system
- Communication, Navigational aids and Surveillance (CNS) system
- Emergency planning
- Rescue and fire-fighting
- Wildlife inspection management

Airport Security Management
- Airport security design
- Airport Landside Security
- Universal security audit program / National civil aviation security program
- Airport contingency plan
- Airport security facilities and system

Customer Service Management
- Airport customer service standards
- Outsourcing management
- VOC(Voice of Customer) management
- Airport community alignment for customer centric culture

Target audience	Requirements	Certification
· Airport Operations Directors, Managers, Officers and Staff · Civil Aviation Authority Officials	The requirements are at least 15 participants from a single organization and registration must be completed 2 months in advance for the course design and development	You will receive an IAAA certificate if you complete the course successfully.

NGAP Course

There has been worries by the international aviation industry that there will be an anticipated shortage of skilled aviation professionals in the near future. In order to address this important issue, IAAA is offering NGAP (Next Generation of Aviation Professionals) courses to undergraduate students all over the world. The course provides customized training content to undergraduate students to help them understand the overall process of airport management and operations, enhancing their knowledge of the aviation industry. This program includes field visits to Incheon Airport and surrounding areas to help participants boost field experience related to their major and future career.

Course Goal

This course provides undergraduate and graduate students all over the world with a thorough understanding of the diverse aspects of the aviation industry and airport operation.

Content

- Aviation policy and industry overview
- Aerodrome operations
- CNS/ATM
- Commercial Development& revenue increase
- Aviation Security
- Air Traffic Control
- Airport Development Plan
- Customer service
- Cargo & logistics / Air-city and Field Visit
- Overseas Business

* Course content can be changed upon request.

Learning Objectives

Upon completing this course, participants will be able to:

- Understand the various aspects of the aviation industry
- Describe the structure and process of airport operation and management
- Suggest ideas to develop aviation/airport industry

Target audience	Requirements	Certification
Undergraduate students majoring in aviation-related field	The requirements are at least 15 participants from a single organization and registration must be completed 2 months in advance for the course design and development.	You will receive an IAAA certificate if you complete the course successfully.

Incheon Airport

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