Air Transport Community Enrichment (ACE) Programme

This 3-week modular programme provides you with a broad overview of the aviation ecosystem including fundamentals of airport operations, air traffic control, Safety Management Systems (SMS) and Airport Emergency Services (AES). It is designed to impart knowledge on how airport operations is of paramount importance in facilitating the passenger service chain experience. **ACE** is delivered as an online course for Airport Operations (module 1) and Safety Management (module 2), and as a blended learning for Airport Emergency (module 3). Participants are encouraged to attend the full programme to gain an appreciation of the aviation ecosystem and its various components.

YOU WILL LEARN
Upon completion of this programme, you will be able to:
- Gain an appreciation of the aviation ecosystem
- Understand the fundamentals, key concepts and aspects of airport operations, aerodrome control, SMS and AES
- Comprehend how airport operations facilitate the passenger service chain experience

WHAT IS COVERED
Module 1: Airport Operations (online)
- Aviation eco-system
- Terminal planning
- Ramp operations
- Ground handling agents
- Quality service management
- Low cost carriers handling
- Crisis management
- Airport-Collaborative Decision Making (A-CDM)
- Air cargo operations
- Appreciation of air traffic control

Module 2: Safety Management (online)
- Cabin safety oversight
- Fundamentals of SMS
- Hazard identification risk management
- Safety performance monitoring
- Air accident investigation
- Unmanned Aircraft Systems

Module 3: Airport Emergency (blended learning)
- Changi Airport emergency plan
- Exercise planning, design and evaluation
- Fire chemistry and basic first aid
- Working in smoke-filled and dark environment
- Human behaviour in emergency situations
- Survival techniques and tactics
- Classification of Dangerous Goods
- Fire-fighting and wet training
- Life as fire fighter: Fire-fighting equipment and vehicles

WHO SHOULD ATTEND
This programme is beneficial to airline and airport personnel from airlines and airport-related organisations. Participants will attain a certificate upon successful completion of each module.

FEES
- Airport Operations - S$1,120 per participant
- Safety Management - S$1,022 per participant
- Airport Emergency - S$1,090 per participant

*Participants from Singapore are required to add GST to the programme fee. Funding is available for eligible companies. Please refer to the **funding information** for details.*

APPLICATION
Please apply for this programme at this link:
https://go.gov.sg/saa-ace2020

TRAINING DATES (2020)
Please refer to the schedule below.
Training is conducted Mondays – Fridays, 9am to 5pm. Public holidays are non-training days.

DURATION
Full programme: 3 weeks
Module 1 – 3: 5 days per module
Modules can be taken in any sequence, or as a stand-alone course.

ACE PROGRAMME SCHEDULE

Modules	April			May					June		
Airport Operations (Module 1)	20 – 24	27 – 30		4 – 8	11 – 15	18 – 22	26 – 29		1 – 5	8 – 12	15 – 19
Safety Management (Module 2)	-	27 – 30		4 – 8	11 – 15	18 – 22	26 – 29		1 – 5	8 – 12	15 – 19
Airport Emergency* (Module 3)	-	-		-	-	-	-		1 – 5	8 – 12	15 – 19

NOTES:
Please note that grey-out course dates are filling up fast (as at 22 Apr). Course placement will only be confirmed upon acknowledgement from SAA.

Commencement subject to the lifting of Singapore Circuit Breaker's measures. Participants will be informed of course changes.

Future Airports: Building Smart Airport Capabilities through Data: Analytics, Artificial Intelligence, and Automation

Jointly organised with School of Continuing and Lifelong Education, National University of Singapore

This course provides you with the competencies to analyse your organisation's data efficiently, harness the power of data sharing, and draw useful insights through data analytics to transform passenger experience and build smart airport capabilities in the aviation industry. Through the course, you will also gain knowledge on data intelligence and analytics, and how they can help to streamline business processes, such as decision-making, cost-cutting, automation, and identification of new business opportunities. This course is one of the few globally available, and is led by a team of experienced professionals from the National University of Singapore (NUS).

WHAT YOU WILL LEARN

Upon completion of this course, you will be able to:
- Present data intelligence for reporting
- Make real-time or near real-time decisions to mitigate business risks and ensure business continuity
- Make quick assessment of organisations' maturity/ readiness for data driven decision making
- Manage quality and reliability of analytics projects, and measure the ROI of analytics
- Create practical steps to build smart airport capabilities and how they can be applied across the aviation industry
- Understand what business analytics are and their practical application, e.g. smart airport, automation and seamless passenger experience

WHAT IS COVERED

- Understanding and interpreting data
- Analytical models
- Generating growth through data and analytics
- Use of data analytics in airport infrastructure planning and transformation of aviation processes
- Regulators', airlines' and airport operators' perspective in building smart airport capabilities, and how they can be achieved effectively.
- Case studies of business analytics being successfully applied in organisations to improve operations, management, increase revenue, business recovery, and transform passenger experience.

LEARNING LEVEL

Intermediate

LEARNING ACTIVITIES

- Case studies
- Group discussions and exercises
- Learning journey to Changi Airport Terminal 4

WHO SHOULD ATTEND

This course is designed for middle management personnel from civil aviation administrations, airports, airlines, and relevant government agencies who are responsible for business initiatives, regulatory oversight, operations and management reporting.

The course is also beneficial to aviation professionals who are keen to understand and learn how data analytics and intelligence can empower business/airport processes and transform passenger experience.

DATES

15 – 19 June 2020

DURATION

5 days

FEE

S$3,400

*Fees may also be paid in USD. Participants from Singapore are required to add GST to the course fee. Funding is available for this course. Please refer to the **funding information** for details. Discounts do not apply for participants who qualify for SSG enhanced funding.*

APPLICATION

Please apply for this programme at this link:
https://go.gov.sg/saa-ace2020

Future Airports:
Disruptions, Innovations and Opportunities

Jointly organised with School of Continuing and Lifelong Education, National University of Singapore

This course provides you with a comprehensive understanding of the disruptions to the aviation business and study on how corporate organisations, including the aviation industry can leverage on growth opportunities to lead and foster innovation to stay ahead of the competition. You will analyse the impact of Industry 4.0* and acquire knowledge and strategies to change the way you operate to be future-ready. This course is one of the few globally available, and is led by a team of experienced professionals from the National University of Singapore (NUS) and aviation industry practitioners.

WHAT YOU WILL LEARN
Upon completion of this course, you will be able to:

- Understand the history and evolution of *Industry 4.0
- Analyse disruptive business models and its impact to business operation, including aviation
- Formulate new business models, innovative concepts and apply these principles to business operations and processes
- Gain strategic tools to transform digital disruption to opportunities

WHAT IS COVERED
- Overview of Industry 4.0 and its impact on businesses and aviation
- Case sharing: concepts for new business models, including the aviation industry
- Business solutions: how to formulate a successful innovation strategy for your organisation
- Measures to optimise growth opportunities through digital and non-digital innovations

WHO SHOULD ATTEND
This course is designed for middle management personnel from civil aviation administrations, airports, airlines and relevant government agencies, who are responsible for harnessing disruptive innovations and technology to counter the potential negative externalities.

It is also beneficial to aviation professionals who are keen to understand the impact of disruptive business models and technology, and new business solutions to enhance airport operations.

LEARNING LEVEL
Intermediate ◇◇

APPLICATION
Please apply for this programme at this link:
https://go.gov.sg/saa-ace2020

LEARNING ACTIVITIES
- Case studies
- Discussions and exercises
- Learning journey to Changi Airport

DATES
22 – 26 June 2020

DURATION
5 days

KEY INSTRUCTOR
Mr Goh Puay Guan is an Associate Professor at NUS SCALE and NUS Business School, where he teaches supply chain management, operations and technology innovation. He also serves on the Board of Advisors of Switezerland-based Log-hub AG, and has undertaken investments in fintech and technology companies. In 2012, he was awarded the Top Outstanding Young Persons (TOYP) Merit Award for Business and Entrepreneurship, given by Junior Chamber International.

FEE
S$3,400

*Fees may also be paid in USD. Participants from Singapore are required to add GST to the course fee. Funding is available for this course. Please refer to the **funding information** for details. Discounts do not apply for participants who qualify for SSG enhanced funding.*

*Industry 4.0 refers to the adoption of computers and automation, enhanced with smart and autonomous abilities fuelled by data and artificial intelligence. The result is the optimisation of resources and processes within each organisation.

Future Airports: Technology and Digital Agility for Airport Operators and Regulators

Jointly organised with School of Continuing and Lifelong Education, National University of Singapore

This course provides you with the knowledge to employ appropriate digital strategies, such as through the use of new technologies, to lead and rally your organisation in becoming more agile and responsive to the needs of customers. Through the course, you will also learn more about the impact of disruptive technologies in light of increasing digitalisation in the aviation industry, and study best practices gleaned from digital trends. This course is complemented with a learning journey to Changi Airport, where you will get to learn more about the automation and technologies employed uniquely in its terminals. This course is one of few globally available, and is led by experienced professionals from the National University of Singapore (NUS) and industry practitioners.

WHAT YOU WILL LEARN
Upon completion of this course, you will be able to:

- Achieve enterprise digital agility
- Set up a digital capability within your organisation
- Strategise and lead digitalisation initiatives
- Set up measures to drives digital success
- Plan development infrastructure to support agile development
- Appreciate a greater understanding of major disruptive technologies and digital trends

WHAT IS COVERED
- Digital trends and challenges; new business models
- Identifying digitisation opportunities; charting the digital roadmap
- Generating growth through data and analytics
- Bridging the gap between business and Information Technology
- Automating the product/application delivery
- Transforming the digital development and business processes
- Sharing by airport operators and regulators on the need to stay agile and adapt to disruptions in technology
- Building up the digital capabilities specific for the aviation sector

WHO SHOULD ATTEND
This course is designed for middle management personnel from civil aviation administrations, airports, and relevant government agencies who are responsible to lead and rally their organisations in through changes brought by disruptive technologies.

LEARNING LEVEL
Intermediate ◇◇

APPLICATION
Please apply for this programme at this link:
https://go.gov.sg/saa-ace2020

DURATION
5 days

DATES
8 - 12 Jun 2020

FEE
S$3,400
*Fees may also be paid in USD. Participants from Singapore are required to add GST to the course fee. Funding is available for this course. Please refer to the **funding information** for details. Discounts do not apply for participants who qualify for SSG enhanced funding.*

KEY INSTRUCTOR(S)
Mr Mark Walker is an accomplished and dynamic business change leader with a passion for process improvement, operational excellence and innovation. He has a proven track record in leading complex multimillion-pound business improvement programmes encompassing delivery of infrastructure, process and technology enhancements in the aviation sector. He currently represents the Heathrow Airline Operators Committee in the deployment of self-service solutions that will save the community of 80 airlines £14m per annum.

HEAR FROM PARTICIPANTS
"The takeaways from this course are leadership, design thinking and the gap between regulator and operators. This course is very effective to me; I'll know how to build change in our department and change our mindset based on digital platform in our culture."
Ms Thida The The Khaing, Myanmar

"This course is very useful, especially for young leaders to understand management and digital transformation, as well as the importance of aligning business and technology together."
Ms Odessa Morales Cortez, The Philippines

LEARNING ACTIVITIES
- Case studies
- Group discussions and exercises
- Learning journey to Changi Airport Terminal 4

Future Airports: Transforming Mindsets of Airport Operators and Regulators for Tomorrow

Jointly organised with School of Continuing and Lifelong Education, National University of Singapore

This course provides you with competencies to diagnose the state of transformation in your organisation, analyse trends in the aviation industry, identify potential gaps to effect holistic transformation and develop a 'transformation roadmap' unique to your organisation's vision, purpose and strengths. It is beneficial to leaders who have to be agile and proactive in anticipating problems and igniting changes to stay ahead of competition, in light of increasingly volatile and dynamic operating environments. This course is one of the few globally available, and is led by a team of professionals from the National University of Singapore (NUS) and industry practitioners. It is complemented with experiential learning activities, mobile learning (with Gnowbe apps) and facilitated group discussions.

WHAT YOU WILL LEARN
Upon completion of this course, you will be able to:

- Gain the big picture of the aviation landscape and the purpose of transformation
- Identify possible gaps in your organisation and industry
- Develop competencies to address difficult issues with creativity and critical thinking
- Apply Story, Purpose, Environment, Capabilities, Leadership (SPEC'L) framework, to assess the state of transformation in your organisation
- Design interventions around the SPEC'L framework to help your organisation transform systemically, in a structured way

WHAT IS COVERED
- Transforming the enterprise
- Strategising and leading transformation efforts
- Overcoming challenges specific to your organisation
- Transforming the development and business process
- Getting started in your organisations
- Understand 'Purpose' of transformation and how to get there via effective strategy design
- Discover the unique challenges of your organisation and industry and applying creative problem-solving techniques for 'Environment', Capabilities' 'Leadership' and 'Story'
- Sharing by airport operators and regulators on bringing one's airport through a transformation journey

LEARNING ACTIVITIES
- Case studies
- Group discussions and exercises
- Experiential learning activities (including Gnowbe apps)
- Learning journey to Changi Airport Terminal 4

WHO SHOULD ATTEND
This course is designed for director-level and senior management personnel from civil aviation administrations, airports, and organisations in the aviation industry.

LEARNING LEVEL
Intermediate

DATES
1 – 5 June 2020

DURATION
5 days

FEE
S$3,000

*Fees may also be paid in USD. Participants from Singapore are required to add GST to the course fee. Funding is available for this course. Please refer to the **funding information** for details. Discounts do not apply for participants who qualify for SSG enhanced funding.*

APPLICATION
Please apply for this programme at this link:
https://go.gov.sg/saa-ace2020

FUNDING INFORMATION

These programmes are supported by SkillsFuture Singapore (SSG) and NTUC.

SSG Enhanced Funding
Singaporeans/ PR participants will receive 90% funding support, and up to $10 per hour absentee payroll (*absentee payroll claims are only applicable to employers*) for training hours completed, if they meet the funding criteria.

Funding criteria:
Participant:
- Must be from companies in the air transport sector
- Achieves at least 75% attendance for each course
- Passes the assessment with a minimum score of 50% for each course

NTUC
Unionised companies in the air transport sector will receive an additional NETF Collaborative Fund (NCF) funding support which funds 50% of the unfunded course fees up to $250 per member. This can be used together with the SSG course fee funding. The application and submission of the NCF claims should be done by the respective unionised company.

1) Unionised company apply for courses that are supported by NCF.

2) Unionised company obtains their union's endorsement for the NCF application prior to course commencement.

3) Upon course completion, the company will generate the list of employees who have attended the training for the union to verify on membership status etc before the NCF claim is routed to NTUC for processing and disbursement.

Please complete the **NCF application form** and return to NTUC for approval. Alternatively, companies may also email Ms Poon (email: yeeman@e2i.com.sg) directly on enquiries relating to the application process.

Application Process

Please contact Ms Andrea Cho (email: andrea_cho@caas.gov.sg) or Ms Sultana Begum (email: Sultana_BEGUM@caas.gov.sg) if interested to apply for the funding.