



## Professional Certificate Course

**Course Name** Building solid Community Engagement and Trust at your Airport(s) (Elective)

**Delivery** *Hybrid Online / Virtual* 1 month at your own pace  
*Onsite / Classroom* 5 days

### About the Course

This course will cover the scoping, justification, design, and implementation requirements of a cost-effective Community Engagement Programme (CEP) by an Airport Operator to collaborate with on-site and to engage offsite stakeholder communities. The CEP module will cover collaboration of the entire airport on-site community to help mitigate airport adverse impact and maximise positive sustainability impacts gaining recognition for successes. The CEP module will also cover two-way engagement of the wider off-site communities including local people, elected political representatives and amenity groups, NGOs, planning authorities, tourism stakeholders, business stakeholder and academia. The aims will be to understand, prioritise and address the concerns and needs of these communities, to maximise positive collaboration with key external stakeholders or shared priorities and to gain awareness, trust and recognition for the airport communities as responsible neighbours

### Learning Objectives

Upon completion of this course, participants will be able to:

- To identify key internal and external stakeholders, their concerns and needs, their powers and influence and shared areas of common interest,
- To establish the management processes to cost effectively address these concerns,
- To jointly identify and exploit opportunities to support the airport’s sustainability plans, operations and development – harnessing stakeholder powers and influence to grow opportunities for more sustainable growth,
- To ensure recognition for the sustainability and environmental performance successes of the airport onsite communities,
- To reduce the likelihood of regulatory/planning interference and the imposition of constraint and non-optimal operations

### Target Audience

- Senior Executives
- Environment Managers
- Environment Officers

### Course Rates (Euro)

Virtual Class / Online			Onsite / Classroom		
ACI Africa Member	ACI Member	Non-Member	ACI Africa Member	ACI Member	Non-Member
750	1125	1500	1500	2250	3000

For more information or clarification, please contact ACI Africa at [aci-africa@aci-africa.aero](mailto:aci-africa@aci-africa.aero)

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