

October 2023

Introduction to the SYD Airside and SYD Terminal Aware Programs



SYD



SYD Airside and SYD Terminal Aware

Following a series of recent safety incidents at SYD, a review has highlighted a notable gap in the foundational knowledge of individuals working at SYD.

From October 2023, when visiting the Airport Services Centre to apply for an ID Card or Access Card, workers will be enrolled in one of two new 20-minute online training courses which must be completed prior to collection of their new card:

- SYD Airside Aware 
- SYD Terminal Aware 

This training is completed online via SYD's online training and induction portal AIRDAT, and all remaining workers who access airside areas or terminals will need to self-enrol in AIRDAT and complete an appropriate awareness course by end of Q1 2024.

Workers will be issued an Aware card which they must carry with them on completion of their awareness course.

SYD



SYD Airside and SYD Terminal Aware

16 October 2023

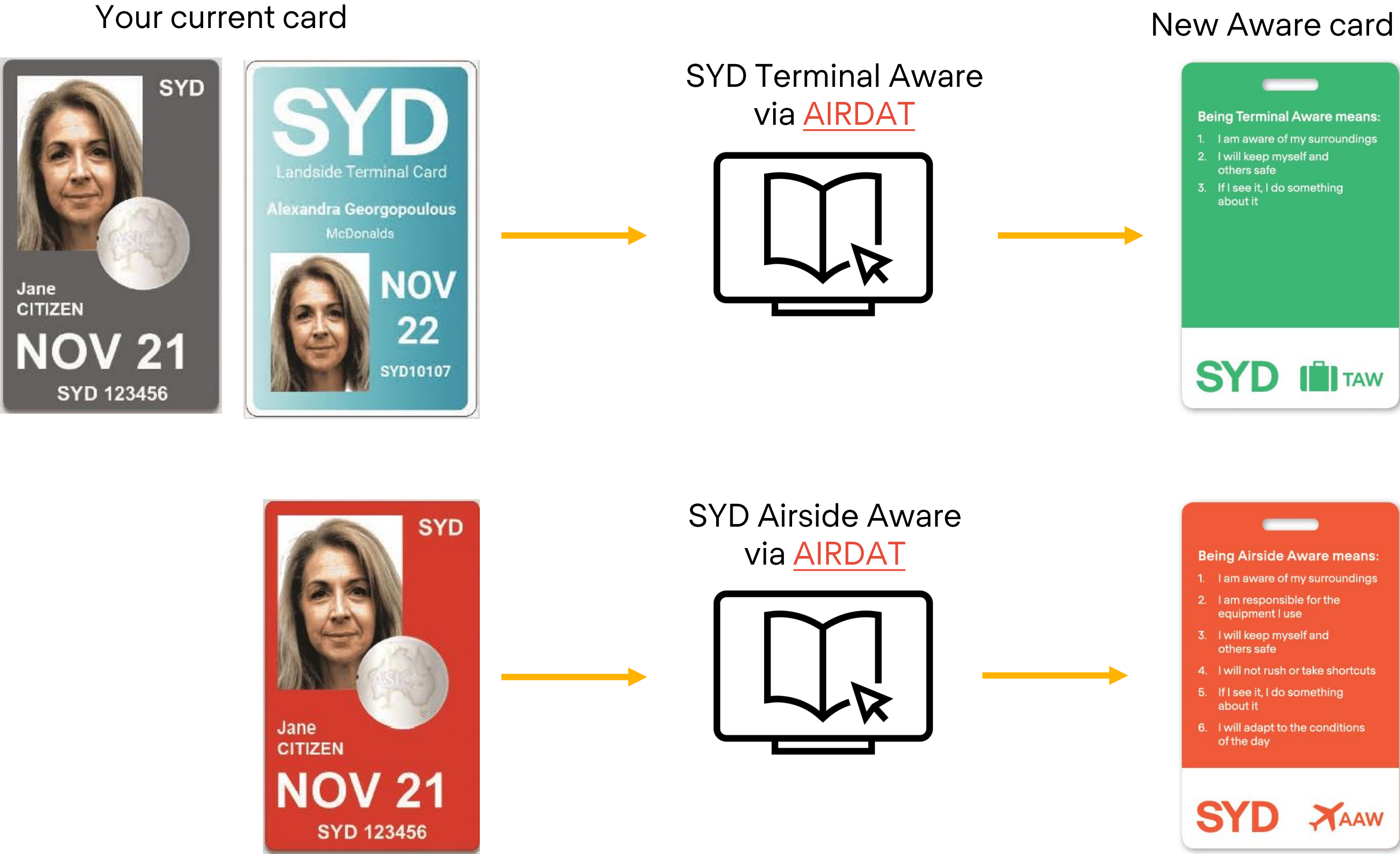
- Elearning is available for all workers on AIRDAT.
- Initial push for new or renewing SYD issued ID & Access Card applicants

15 February 2024

- Continued push to ensure all workers know about the training and cut off dates

15 April 2024

- Workers yet to complete training are unable to access Airside and Terminal areas



FAQ

Q. Is everyone required to complete the training?

A. No, currently exemptions apply for specific staff categories:

- Aircrew, including Cabin and Tech Crew.
- Australian Federal Police and Department of Home Affairs staff, incl members of Australian Border Force.
- SYD daily or multiday visitor pass holders.
- Extended Visitors Card holders.

Q. Does the aware training expire?

A. Yes, the aware training will expire after 2 years. You must recomplete the training during each ID or Access Card application.

Q. Do current card holders have to complete the training?

A. Yes, existing card holders can self-enrol in [AIRDAT](#). Once completed, you can attend the Airport Services Centre at T1 or T2 and be issued an 'Aware card'.

Q. Which training should I do?

A. Red ASIC card holders must complete the SYD Airside Aware training. Grey ASIC and Terminal card holders must complete the SYD Terminal Aware training.

Q. I have a Red ASIC card, but spend most of my time in the terminal, do I have to do both training courses?

A. At a minimum you are required to complete the SYD Airside Aware training, but we highly recommend you also complete the SYD Terminal Aware training. Staff completing both courses can be issued both Aware Cards.

Q. Who can I contact to ask more questions?

A. For more information contact the [SYD Airport Services Centre](#) on +61 2 9667 9301 or email on idservices@syd.com.au