

INSTITUTE OF SCIENCE, TECHNOLOGY & ADVANCED STUDIES (VISTAS)
(Deemed to be University Estd. u/s 3 of the UGC Act, 1956)
PALLAVARAM, THALAMBUR, PERIYAPALAYAM-CHENNAI
ACCREDITED BY NAAC WITH 'A++' GRADE

Certificate Course in Airport Management

CURRICULUM & SYLLABUS

REGULATION 2025

Choice Based Credit System (CBCS)

&

Learning Outcomes Based Curriculum Framework (LOCF)

Effective from the Academic Year

2025 -2026

Department of Aviation

VELS
INSTITUTE OF SCIENCE, TECHNOLOGY & ADVANCED STUDIES (VISTAS)
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DEPARTMENT OF AVIATION

VISION OF THE DEPARTMENT
To be forefront in the aviation field by contributing to the intellectual, social and economic development of the aviation industry and the citizens of our nation. It is served through precept, research fueled by the advanced curriculum to endeavour the highest standards to excel in their Aviation profession.

MISSION OF THE DEPARTMENT	
M1	To empower and encourage the students with the knowledge and practical skills required in the field of Aviation
M2	To impart quality education through the technologically advanced curriculum which would be delivered by the industry experts.
M3	To train the students to have in-depth knowledge of the subjects in the field of aviation and groom them in soft skills & survival skills.

PROGRAMME EDUCATIONAL OUTCOMES (PEO)	
PEO1	To produce graduates will demonstrate a deep understanding of aviation fundamentals and industry regulations.
PEO2	To produce graduates who can meet the diversified needs of the aviation industry.
PEO3	To produce graduates will possess effective communication skills for seamless interaction with passengers and crew.
PEO4	To produce graduates will demonstrate leadership and teamwork skills necessary for crew resource management.

PROGRAMME OUTCOMES (PO)	
PO1	**Problem-Solving:** Graduates can apply their knowledge and skills to identify and resolve complex issues and emergencies that may arise during flights, ensuring passenger safety and comfort.
PO2	**Scientific reasoning:** Graduates can apply scientific principles to understand and implement safety procedures, emergency protocols, and aviation regulations in real-world scenarios.
PO3	**Lifelong learning:** Graduates embrace a commitment to lifelong learning, continuously updating their knowledge and skills to adapt to evolving industry standards, technologies, and passenger expectations
PO4	**Moral and ethical awareness/reasoning:** Graduates uphold ethical standards in all aspects of their work, demonstrating integrity, accountability, and responsibility in adhering to aviation safety regulations and customer service principles.
PO5	**Information/digital literacy:** Graduates can utilize digital tools and information technology competently to access, evaluate, and apply relevant information for decision-making and operational efficiency.
PO6	**Multicultural competence:** Graduates demonstrate understanding and respect for cultural diversity, effectively engaging with passengers and colleagues from diverse backgrounds in a global aviation environment.

PO7	**Leadership readiness/qualities:** Graduates can exhibit leadership qualities by setting an example, making informed decisions, and fostering a positive work environment among cabin crew members.

PROGRAMME SPECIFIC OUTCOMES (PSO)	
PSO1	Mastery of aircraft types, layouts, and operational fundamentals.
PSO2	Application of grooming and personal development techniques specific to cabin crew roles.
PSO3	Proficiency in communication strategies tailored for diverse aviation contexts.

KNOWLEDGE IS POWER

BOARD OF STUDIES

List of Members

Department of Aviation

S. No	Name & Designation	Address	Role
1.	**Dr. S. Ramasubramanian** Associate Professor & Head	Department of Aviation VISTAS, Chennai– 600117 Mob: 98407 17534 Email ID: hodaviation@velsuniv.ac.in	Chairman
2.	**Dr. P. N. Kadiresh** Professor	Department of Aerospace Engineering, BS Abdur Rahman Crescent Institute of Science and Technology, Mob: 9444226195 Email ID: kadiresh@cresent.education	External member Academic Expert
3.	**Mr. Vinoth Kumar K** Data Engineer	Boeing India Private Limited, Chennai Ph: 9486146884 email I'd: vinothkumar.krishnamoorthy@boeing.com	External member Industry Expert
4.	**Ms. Sana Fatima,** Customer Executive	Air India, Chennai. Ph: 6374922761 Email ID: sanafatima0228@gmail.com	Alumni Member (External Member)
5.	**Dr. M.Chandrasekaran** Professor and Dean Academic Courses,	Dean Academic Courses VISTAS, Chennai. – 600117 Mob: 9790857137 Email ID: dean.academiccourses@vistas.ac.in	Internal Member
6.	**Mr. V.Vinoth,** Assistant Professor	Department of Aviation VISTAS, Chennai. – 600117 Mob:8939650177 Email ID: space.aero99@gmail.com	Internal Member
7.	**Mrs.V.Umakarthika** Assistant Professor	Department of Aviation VISTAS, Chennai. – 600117 Mob.: 9626119989 Email ID: uma.karthikav@gmail.com	Internal Member

CREDIT DISTRIBUTION

Certificate Course in Airport Management
Minimum credits to be earned: 45

Component	I Sem	II Sem	2 Yrs Tot: Credits
DSC	20	20	40
AECC & Languages	-	-	-
DSE / IDC / Minor	-	-	-
MDC	-	-	-
VAC	-	-	-
SEC	-	-	-
SI	-	5	5
RP	-	-	-
Total Credits	20	25	45

ABBREVIATIONS

DSC	Disciplinary Specific Core
AECC	Ability Enhancement Compulsory Courses
DSE	Disciplinary Specific Elective
IDC	Interdisciplinary / Minor Courses
MDC	Multidisciplinary Courses
VAC	Value Added Courses
SEC	Skill Enhancement Courses
SI	Summer Internship
RP	Research Project

CURRICULUM STURCTURE

CERTIFICATE COURSE IN AIRPORT MANAGEMENT
One Year

Total number of Credits: 45

			Hours/Week				Maximum Marks		
SEMESTER 1									
Category	**Code**	**Course**	**L**	**T**	**P**	**C**	**CIA**	**SEE**	**Total**
DSC 1	25775T1	Fundamentals of Aviation	4	0	0	4	40	60	100
DSC 2	25775T2	Grooming	4	0	0	4	40	60	100
DSC 3	25775T3	Airline Operations	4	0	0	4	40	60	100
DSC 4	25775T4	Airport Operations	4	0	0	4	40	60	100
DSC 5	25775T5	Aviation Security	4	0	0	4	40	60	100
			20	**-**	**-**	**20**	**-**	**-**	**-**

CIA - Continuous Internal Assessment **SEE - Semester End Examination**

***L – Lecture, *T- Tutorial, *P- Practical,**

SEMESTER 2									
Category	**Code**	**Course**	**L**	**T**	**P**	**C**	**CIA**	**SEE**	**Total**
DSC 6	25775T6	Dangerous Goods	4	0	0	4	40	60	100
DSC 7	25775T7	Load & Trim	4	0	0	4	40	60	100
DSC 8	25775T8	Personality Development	4	0	0	4	40	60	100
DSC 9	25775T9	Ramp safety	4	0	0	4	40	60	100
DSC 10	25775T10	Reservation and Ticketing	4	0	0	4	40	60	100
SI 1	25775I1	Internship	0	0	10	5	-	-	100
			20	**-**	**10**	**25**	**-**	**-**	**-**

DISCIPLINE SPECIFIC CORE COURSES

Category	Code	Course	L	T	P	C
DSC 1	25775T1	Fundamentals of Aviation	4	0	0	4
DSC 2	25775T2	Grooming	4	0	0	4
DSC 3	25775T3	Airline Operations	4	0	0	4
DSC 4	25775T4	Airport Operations	4	0	0	4
DSC 5	25775T5	Aviation Security	4	0	0	4
DSC 6	25775T6	Dangerous Goods	4	0	0	4
DSC 7	25775T7	Load & Trim	4	0	0	4
DSC 8	25775T8	Personality Development	4	0	0	4
DSC 9	25775T9	Ramp safety	4	0	0	4
DSC 10	25775T10	Reservation and Ticketing	4	0	0	4

SUMMER INTERNSHIP

Category	Code	Course	L	T	P	C
SI 1	25775I1	INTERNSHIP	0	0	10	5

SEMESTER I

25775T1 **FUNDAMENTALS OF AVIATION**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

The objective of this module is to make the student familiar about the fundamentals of aviation.

UNIT I HISTORY **12 HOURS**

Airline – Airport – Aerodrome – History of Aviation – Evolution of military to Civil Aviation – Modern Aviation – History of Indian Civil Aviation – Development of Air Transportation in India – Birth of Modern Airlines.

UNIT II AUTHORITIES **12 HOURS**

Ministry of Civil Aviation (MoCA) – Directorate General of Civil Aviation (DGCA) – Airport Authority of India (AAI), Bureau of Civil Aviation Security (BCAS) – Airports Economic Regulatory Authority (AERA) - Aircrafts Accident investigation Bureau (AAIB) – International Air Transportation Association (IATA) – International Civil Aviation Organization (ICAO) – ICAO Annexes - Airports Council International (ACI).

UNIT III CONVENTIONS **12 HOURS**

Chicago Convention – Importance of Chicago Convention – Open Skies Treaty – LPG of Aviation in Indian Markets

UNIT IV BASIC AIRCRAFT KNOWLEDGE **12 HOURS**

Structure of Aircraft, Basic axis of movement of aircraft – Flight Control surfaces – primary, secondary – Aircraft Power plant – Piston engine – Jet Engine – Basic Classification of Aircraft – Based on weight, landing gear (surface it can land)

UNIT V DEPARTMENTS **12 HOURS**

Departments in Airport – Operations & Corporate – Hierarchy

TOTAL 60 HOURS

COURSE OUTCOMES:

After the course the students are expected to be able to

CO1: Apply appropriate set theoretic concepts to various conceptual in aviation.

CO2: Identify various departments and operational functions in aviation.

CO3: Gain knowledge on fundamentals of aviation

CO4: Obtain knowledge on history, growth and current scenario of aviation

CO5: Identify basic technical aspects of aircraft.

REFERENCE BOOKS:

1. Study about Aviation by Rishiraj Singh Rathore
2. Fundamentals of aircraft management by Haguma Timothee

WEB LINKS:

1. https://www.civilaviation.gov.in/

2. https://www.dgca.gov.in/

25775T2 **GROOMING**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

Grooming is a very essential in aviation. Students will gain knowledge on how to groom well and be presentable as per the industrial standards.

UNIT I BODY & PERSONAL HYGIENE 12 HOURS

Balanced Diet – Exercise – BMI – Personal Hygiene – Skin – Products

UNIT II FACE 12 HOURS

Face Make Up for Women – Face Make Up for Men– Do's & Don'ts in Make up – Products required – Products – Practical sessions

UNIT III HAIR AND NAILS 12 HOURS

Hair Color and length (for Men and Women) – Hair Ornaments – Hairstyles not permitted (for Men and Women) – Nails (for Men and Women)

UNIT IV UNIFORM 12 HOURS

Maintenance of Uniform – Carrying Blazer / Jackets – Uniform Tie - Name Badge – I Card – Socks /Stockings – Shoes – Disposal of Uniform

UNIT V ACCESSORIES 12 HOURS

Earrings –Watch – Spectacles / Sunglasses – Handbags /Trolley bag

TOTAL -60 HOURS

COURSE OUTCOMES:

At the end of this course the students will be able to,

CO1: Understand the importance of Grooming

CO2: Identify and understand the techniques to use multiple make up products

CO3: Wear make up as per standards.

CO4: Practice and follow Hair and Nail standards.

CO5: Respectfully handle uniform and accessories provided by the organization.

REFERENCE BOOKS:

1. Aviation Wings – Arun Sharma and Gagandeep – 3Dec2019
2. Making Faces – Kevyin Aucoin – Sep1999

WEB LINKS:

1. https://www.colorescience.com/blogs/learn/how-to-apply-makeup
2. https://www.lifehack.org/523152/7-beginners-techniques-perfect-mens-makeup-application
3. https://www.slideshare.net/10041976/personal-hygiene-13156885

25775T3

AIRLINE OPERATIONS

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

This course allows students to understand the airline operations at the airport and its terminologies used in day-to-day affairs. Also, student will understand the techniques to handle various kinds of passengers as per their needs and requirement.

UNIT I INTRODUCTION TO AIRLINE GROUND OPERATIONS 12 HOURS

Introduction – Terminologies – Ground Handling Services – Domestic operations – International Operations

UNIT II BAGGAGE AND SPECIAL ASSISTANCE 12 HOURS

Categories of Bags – Procedure for Check In baggage –Baggage Acceptance (List of questions to pax on luggage) – Weight and Piece concept – Special Assistance /Wheel Chair – Guest Relations – VIP/VVIP/CIP Handling

UNIT III ALLOCATIONS 12 HOURS

Reservations – Check In –BMA – BBA – SHA (Dom & Intl) – Immigrations – Customs – Boarding Gate – Arrivals – Lost and Found /MHB

UNIT IV CUSTOMER SERVICE 12 HOURS

Customer Service - Customer Needs and Expectations – CUSS – CUTE – Effective Communication – Handling difficult passengers and complaints

UNIT V HANDLING EXIGENCIES 12HOURS

Incidents – Accidents – Bomb Threat – Medical Emergency – Fire Fighting – First Aid -

TOTAL: 60 HOURS

COURSE OUTCOMES:

After the course the students are expected to be able to

CO1: Student will understand the airline operations at the airport.

CO2: Student will have a clear idea on the baggage handling and procedures

CO3: Student gets to understand various allocations of duty for airline operations at the airport

CO4: Student will be able to handle passengers and enquiries

CO5: Have clear understanding of types of exigencies and handle those adhering to the protocol.

REFERENCE BOOKS:

1. Practical Airport Operations, Safety and Emergency Management: Protocols for Today and Future by Jeffry C Price

WEB LINKS:

1. https://www.revfine.com/airline-industry/
2. https://www.youtube.com/watch?v=SGp2tbwdmQw
3. https://www.slideshare.net/Padrino80/airport-emergency

25775T4 **AIRPORT OPERATIONS**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

To impart knowledge on the processes and procedures of airport operations. Understanding the operations inside the airport.

UNIT I **INTRODUCTION TO AIRPORT** **12 HOURS**

Introduction to Airport – Function- Customers and Partners – Airport Business and Economic Impact – Airport Layout and planning

UNIT II **LANDSIDE OPERATIONAL AREAS** **12 HOURS**

Departures – Arrivals - BMA – BBA – Public Announcements – Lost and Found – SHA and equipments at SHA – Information Desks – Coordinating with various Stake Holders – Govt. Officials at the airport

UNIT III **AIRSIDE OPERATIONAL AREAS** **12 HOURS**

Airside Meaning – Equipments, Machines and Vehicles at the Ramp – Ramp Operations - Follow me – Runway – Taxiway – Markings – Runway Maintenance – FOD – ARFF – AOCC – OCC – ATC

UNIT IV **CONCESSIONAIRES** **12 HOURS**

Commercial places in and out of Terminals –Stock Entry into the Terminal – Duty Free

UNIT V **TRAINING & MOCK DRILLS** **12 HOURS**

Mock Drill meaning – Trainings – Refreshers – Emergencies – Media Handling

TOTAL: 60 HOURS

COURSE OUTCOMES:

At the end of the course the student will be able to,

CO1: Student will learn the layout of airport and its economic importance

CO2: Student will be able to analyse the operations happening inside a terminal

CO3: Critical operations of Airport – AOCC, Ramp and ATC

CO4: Student will be able to explain the various concessionaries at the airport and their operation

CO5: Student will be understanding the importance of various trainings and refresher courses required for the

operations

REFERENCE BOOKS:

1. Managing Airports: An International Perspective by Annie Graham
2. Airport Planning and Management by Alexander T Wells & Seth B Young

WEB LINKS:

1. https://www.nap.edu/read/14599/chapter/4#:~:text=Typical%20activities%20involved%20with%20the,Health%20and%20Safety%20Executive%202000).
2. https://aviationlearnings.com/ground-handling-ramp-operations-aircraft-ground-support equipment-gse-machines-that-supplement-the-airplane/

25775T5 **AVIATION SECURITY**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

To create awareness and importance of Security in Aviation as aviation being the easy target of destruction that can have a massive impact on the country's economy.

UNIT I **AVIATION SECURITY** **12 HOURS**

Introduction – Meaning – BCAS – Training Pattern - types of Threats and Methodologies – Past Incidents

UNIT II **ROLES OF ICAO, IATA AND ACI IN AVSEC** **12 HOURS**

AvSec – Global Structure – Role of ICAO, IATA and ACI in AvSec – Civil Aviation is an Attractive Target

UNIT III **REGULATING AVSEC – ANNEX 17 , DGCA & BCAS** **12 HOURS**

International Conventions – ICAO Annex 17, Document 8973 – IATA Security Manual

UNIT IV **MANAGING ACCESS CONTROL – AIRSIDE AND LANSIDE** **12 HOURS**

Demarcation of an Airport – Access Control Measures - Systems – Airport ID system – Airport entry – Pre Boarding Screening of Pax and their Cabin Baggage – Sterile Areas – Control of Hold Baggage

UNIT V **SECURITY AWARENESS IN AIRPORT ENVIRONMENT** **12 HOURS**

Asset protection – Behavioral Issues leading to Crime – Managing Threats – Inflight Threats – Nature of Bomb Threats

TOTAL: 60 HOURS

COURSE OUTCOMES:

At the end of this course students will be able to,

CO 1: Students will know the importance of Aviation Security

CO 2: Will understand the Training pattern for different officials of various cadre

CO 3: Will know the regulations and compliances of Regulatory

CO 4: Gain knowledge in Access Control of Security at Landside and Airside

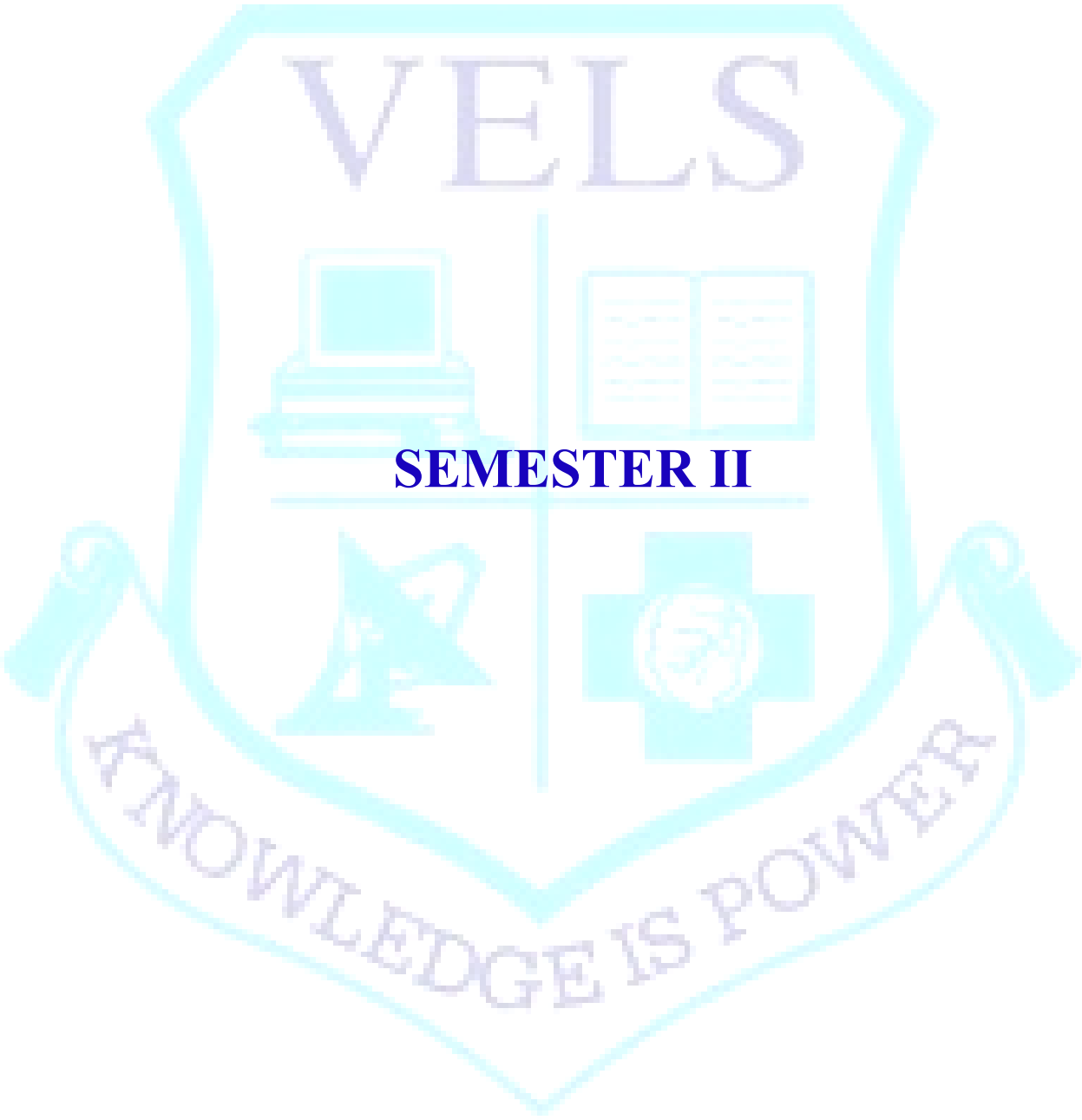
CO 5: Will acquire knowledge in methods to understand the nature of threats and act accordingly

REFERENCE BOOKS:

1. Aviation Security in India by RS Yadav
2. The Management of Aviation Security by D Phipps

WEB LINKS:

1. https://www.icao.int/security/sfp/pages/securitymanual.aspx
2. https://www.icao.int/security/sfp/pages/annex17.aspx#:~:text=SARPs%20for%20international%20aviation%20security,%2C%20French%2C%20Russian%20and%20Spanish.



SEMESTER II

25775T6 **DANGEROUS GOODS**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

To understand the basic knowledge on hazard identification, basic terms and definition, basic classification, relevant principle methods of basic classifications.

UNIT I DANGEROUS GOODS 12 HOURS

Introduction – HazMat – Freight Forwarder – Freight Operator - Class Division – Primary Risks – Secondary Risks – Packaging Group,. UN Number – Proper Shipping Names – Route of Exposure –

UNIT II INTERNATIONAL CLASSIFICATION OF DG 12 HOURS

List of Dangerous Goods – UNTDG – International Classification – System Linkage – Classes of Dangerous Goods

UNIT III UN MARKING AND PACKAGING 12 HOURS

Labels – Display of Labels – Packaging of DG – Packaging Codes – Classification Systems

UNIT IV IATA DGR 12 HOURS

Background – Development and Principles of IATA DGR – Sections in IATA DGR – IATA Hazard Labels – Understanding the Blue Pages / States and Operators Variations / Training requirement

UNIT V EMERGENCY PROCEDURES 12 HOURS

Damaged / Leaking Package – report Incidents / Accidents / Occurrences and Miss Declarations of DG

TOTAL 60 HOURS

COURSE OUTCOMES:

At the end of this course students will be able to,

CO 1: Students will be able to understand the basic principles of hazard classification and hazard communication of Dangerous Good

CO 2: Students able to clearly understand 9 Classes of Dangerous Goods under UN Model regulations and understand marking and labeling requirements.

CO 3: Students will be able to understand the relevant elements concerning dangerous goods packaging

CO 4: Students will be able to apply the relevant Dangerous Goods regulations - IATA DGR

CO 5: Students will be able to understand the Emergency procedures.

REFERENCE BOOKS:

1. Dangerous Goods Regulations (DGR) – IATA

WEBLINKS:

1. **https://www.iata.org/en/publications/dgr/**
2. **https://www.faa.gov/hazmat/resources/regulations**

25775T7

LOAD AND TRIM

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

This course provides students with the detailed knowledge and skills required to plan, calculate and finalize weight and balance documentation. And also covers the basic theories of flight and balance, an overview of standard Load Planning & Load Control process and the required documentation.

UNIT I INTRODUCTION TO LOAD AND TRIM 12 HOURS

Description-Importance of Load & Trim Sheets -Regulatory Requirements

UNIT II BASIC THEORY OF FLIGHT 12 HOURS

General Description of Aircraft-DCS (Departure Control system)

UNIT III THEORY OF FLIGHT 12 HOURS

Weight & Balancing-Center of Gravity-Center of pressure-Preparation & Approval of weight schedule-standard weight of flight crew and passengers

UNIT IV LOAD AND TRIM SHEETS 12 HOURS

Procedure for preparing load & Trim sheets -Imp features of L& T Sheets-Adjustment of the Last-Minute Changes (LMC)-Qualifications – Duties & Responsibilities of L&T officer

UNIT V LOADING AND UNLOADING IN AIRCRAFT 12 HOURS

Instructions for safe loading – Procedure of Loading & Unloading of Passengers / Baggage and Cargo

TOTAL 60 HOURS

COURSE OUTCOMES:

At the end of this course the students will be able to,

CO1: Students will understand the concept and purpose of load and trim, Requirements, Roles and Responsibilities of trained personnel, Types of training.

CO2: Students will understand the calculations that go into L&T, System data synchronizing

CO3: Students will understand the weight and balance of an aircraft, Centre of Gravity & Centre of pressure areas, Imply knowledge about Weight schedule

CO4: Students will understand the preparing procedures of Load and trim sheet, Adjustments made at Last

minute, Responsibilities of L&T/LO Officer.

CO5: Students will understand the practice of safe loading sequence and procedures, Aircraft on ground balance and safety precautions.

TEXT BOOKS:

1. Nordian, "Mass & Balance: Flight Performance & Planning", streling book house, 2017.
2. Jeppesen, "EASA ATPL Training Mass & Balance", Jeppesen Gmbh (1 January 2014).

WEBLINKS:

1. https://skybrary.aero/articles/aircraft-load-and-trim
2. https://pdfmanuals.info/downloads/4674917-aircraft-load-sheet-and-trim-sheet

25775T8 **PERSONALITY DEVELOPMENT**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

The course lets the students to improve on Attitude and Interpersonal skills which are much needed to serve in the aviation industry. Student will learn professionalism in terms of conduct, email and telephone etiquette and face the professional world more confidently.

UNIT I **INTRODUCTION TO PERSONALITY DEVELOPMENT** **12 HOURS**

The concept of personality - Dimensions of personality – Theories of Freud & Erickson-Significance of personality development. The concept of success and failure: What is success? - Hurdles in achieving success - Overcoming hurdles - Factors responsible for success – What is failure - Causes of failure. SWOT analysis.

UNIT II **ATTITUDE AND MOTIVATION** **12 HOURS**

Attitude - Concept - Significance - Factors affecting attitudes - Positive attitude – Advantages –Negative attitude- Disadvantages - Ways to develop positive attitude - Differences between personalities having positive and negative attitude. Concept of motivation - Significance – Internal and external motives - Importance of self- motivation- Factors leading to de-motivation

UNIT III **SELF ESTEEM** **12 HOURS**

Term self-esteem - Symptoms - Advantages - Do's and Don'ts to develop positive self-esteem – Low self esteem - Symptoms - Personality having low self esteem - Positive and negative self esteem. Interpersonal Relationships – Defining the difference between aggressive, submissive and assertive behaviors - Lateral thinking.

UNIT IV **ASPECTS OF PERSONALITY DEVELOPMENT** **12 HOURS**

Body language - Problem-solving - Conflict and Stress Management - Decision-making skills - Leadership and qualities of a successful leader – Character building -Team-work – Time management - Work ethics Good manners and etiquette – Email and Telephone Etiquette

UNIT V **EMPLOYABILITY QUOTIENT** **12 HOURS**

Resume building- The art of participating in Group Discussion – Facing the Personal (HR & Technical) Interview -Frequently Asked Questions - Psychometric Analysis - Mock Interview Sessions.

TOTAL: 60 HOURS

COURSE OUTCOMES:

After the course the students are expected to be able to

CO 1: Student will be able to understand self and accept other personalities.

CO 2: Student will be able to self motivate as well as support others.

CO 3: Student will be able to build a Good Resume of self.

CO 4: Student will develop Positive self esteem, problem solving and decision making skills.

CO 5: Student will be able to face interviews confidently.

REFERENCE BOOKS:

1. Hurlock, E.B (2006). Personality Development, 28th Reprint. New Delhi: Tata McGraw Hill.
2. Stephen P. Robbins and Timothy A. Judge(2014), Organizational Behavior 16th Edition: Prentice Hall.

25775T9 **RAMP SAFETY**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

Ramp Safety course helps the student\ study the Ramp side Operations, aircraft parking techniques, and the importance of training all staffs while operating at the ramp side.

UNIT I INTRODUCTION 12 HOURS

Ramp – Ramp Safety – Markings – Aircraft Familiarization – Aircraft Fueling – Parking Systems – Isolation Bay – Perimeter Wall – Flight Dispatch

UNIT II RAMP OPERATIONS AND SAFETY 12 HOURS

Ramp Operations – Supervision – Marshaling – Moving and Towing Aircraft - Safety Measures – Repair of Faults – Wheel and Tire check – Passenger Loading – Ground Water Supply – De-icing, Cooling and heating – Toilet servicing, potable water,

UNIT III CURRENT PRACTICES IN RAMP SAFETY 12 HOURS

Training Requirements – Safety Training – Ground Handler Training – Drivers Licenses (ADP) – ISAGO Implementation

UNIT IV DUTIES, RESPONSIBILITIES AND OVERSIGHT 12 HOURS

Formal Methodology of Information to Staffs – Hazard Reporting – Safety Committee – Data Management and Reporting – Operational Improvements - Standards, Policies, Controls and Audits

UNIT V FUTURE TRENDS 12 HOURS

Surface radars – Ramp Towers - automation in aviation

TOTAL: 60 HOURS

COURSE OUTCOMES:

After the course the students are expected to be able to

CO 1: Student will be able to explain the ramp side operations

CO 2: Student will understand the importance of safety and training

CO 3: Student will be able to understand the loading and unloading processes of Passengers and Cargo

CO 4: Student will have a clear understanding of the duties, responsibilities at the Ramp

CO 5: Student will be able to explain the future trends at the ramp as per the modern airport concepts

REFERENCE BOOKS

1. Operations Research in the Airline Industry by Gang Yu.
2. Aircraft Ground Handling by Subash S Narayanan

WEBLINKS:

1. https://nap.nationalacademies.org/nap-cgi/skimchap.cgi?recid=14599&chap=i%E2%80%93vii
2. https://www.scribd.com/book/440093219/Aircraft-Ground-Handling

25775T10 **RESERVATIONS AND TICKETING**

L	T	P	C
4	0	4	4

COURSE OBJECTIVES:

Reservations and Ticketing helps the student to understand the reservation systems in airlines. They will understand various classes in an aircraft and about overbooking. Additionally, they get to study a reservation software and process of ticketing

UNIT I **INTRODUCTION** **12 HOURS**

Introduction – Ticketing – Reservation systems – Passenger Tariff rules – IATA Geography and Global Indicator – IATA Station / City Codes and Airline Codes

UNIT II **FARE SELECTION AND CURRENCY RULES** **12 HOURS**

Fare Type – Carrier fare selection - Currency – Conversion & its procedures – Service Codes

UNIT III **SPECIALISED ROUTINGS** **12 HOURS**

Concept of Specified Routing – Single Trip – Round Trip – Add ons

UNIT IV **TICKETING PROCESS** **12 HOURS**

Tickets and Travel Documents – Passenger tickets and Baggage Checks

UNIT V **FARES FEES AND CHARGES** **12 HOURS**

Types of Taxes, fees and charges – Children and Infant Fares – Billing and Settlement Plan (BSP) – Commission and Service Fees – Advantages of BSP To Travel Agents

TOTAL-40 HOURS

COURSE OUTCOMES:

After the course the students are expected to be able to

CO1: Student will be able to understand the ticketing and reservation procedures.

CO2: Student will be to understand and formulate the fare and pricing of air tickets

CO3: Student can explain the Fares and Charges of Different passenger category and understand the Billing techniques of IATA

CO4: Student will have a hands on experience on the reservation software

CO5: Student will have thorough knowledge on various currencies and its conversion techniques.

REFERENCE BOOKS:

1. IATA (2002).Ticketing handbook, Montreal Canada Pender. S. (2001) Travel, Trade and Transport continuum
2. Sharply, R. (2002) The Tourism Business: An introduction to Business

WEBLINKS:

1. http://www.world tourism.org/WTO
2. https://www.iata.org/en/training/subject-areas/fares-ticketing-courses/

25775I1 **INTERNSHIP**

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COURSE OBJECTIVES:

To gain practical experience in cabin crew operations, enhancing skills in safety procedures, customer service, and teamwork within the airline industry.

Purpose

The purpose of a Cabin Crew Diploma internship is to offer comprehensive hands-on training in all aspects of airline operations, focusing on safety protocols, customer service excellence, and effective teamwork. This internship aims to equip participants with the practical skills and experience necessary to succeed as competent and confident cabin crew members in the aviation industry.

Parties Involved

The student internship program involves two parties:

1. The Intern Supervisor (The Company)
2. The Intern (The Student)

Category	Requirements
Status	Group Internship Maximum of 5 person for one company.
Length	Period of 2 weeks
Hours	Hours will be agreed upon between the intern and the Intern Supervisor.
Reports To	The Intern Supervisor
Required Meetings	1. Attend Orientation 2. Attend meetings as requested by the Intern Supervisor.
Duties	1. Perform all duties as assigned by the Intern Supervisor 2. If performing the internship for school credit, the intern will be responsible for providing and submitting the required forms to the Intern Supervisor.

Evaluation process for Internship Reporting:

Internal Marks for Internship Report	40 marks
External Marks for Internship Report	60 marks

Certification	Content	Presentation
20 marks	**20 marks**	**20 marks**

COURSE OUTCOME:

CO1: Learn essential safety procedures for in-flight and emergencies.

CO2: Develop strong customer service skills for passenger satisfaction.

CO3: Enhance teamwork abilities in diverse crew settings.

CO4: Gain proficiency in managing passenger interactions professionally.

CO5: Apply airline operations knowledge for efficient and safe flights.