

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 Cabin Crew

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



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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 CABIN CREW
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 CABIN CREW
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	25CCCC11	Introduction to Aviation	4	0	0	4	40	60	100
DSC 2	25CCCC12	Grooming and Personality Development	4	0	0	4	40	60	100
DSC 3	25CCCC13	Communication Skills	4	0	0	4	40	60	100
DSC 4	25CCCC14	Crew Resource Management	4	0	0	4	40	60	100
DSC 5	25CCCC15	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,**

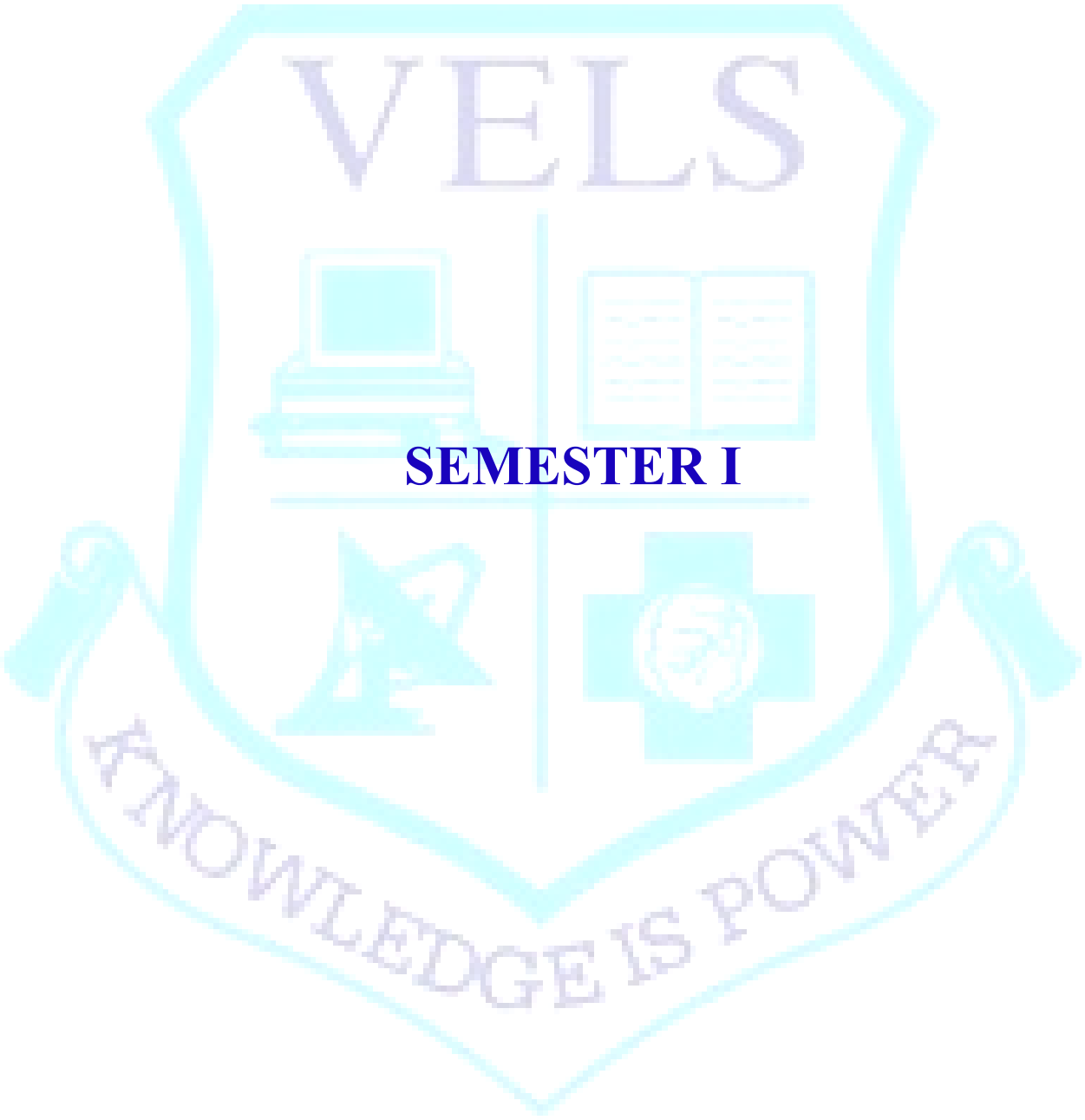
SEMESTER 2									
Category	**Code**	**Course**	**L**	**T**	**P**	**C**	**CIA**	**SEE**	**Total**
DSC 6	25CCCC21	Fundamentals of Aviation	4	0	0	4	40	60	100
DSC 7	25CCCC22	Customer Service and Conflict Resolution	4	0	0	4	40	60	100
DSC 8	25CCCC23	First Aid for Aviation Emergency	4	0	0	4	40	60	100
DSC 9	25CCCC24	Dangerous Goods Regulations	4	0	0	4	40	60	100
DSC 10	25CCCC25	Emergency Procedures and Safety Management	4	0	0	4	40	60	100
SI 1	25ICCC21	Internship	0	0	10	5	-	-	100
			20	**-**	**10**	**25**	**-**	**-**	**-**

DISCIPLINE SPECIFIC CORE COURSES

Category	Code	Course	L	T	P	C
DSC 1	25CCCC11	Introduction to Aviation	4	0	0	4
DSC 2	25CCCC12	Grooming and Personality Development	4	0	0	4
DSC 3	25CCCC13	Communication Skills	4	0	0	4
DSC 4	25CCCC14	Crew Resource Management	4	0	0	4
DSC 5	25CCCC15	Aviation Security	4	0	0	4
DSC 6	25CCCC21	Fundamentals of Aviation	4	0	0	4
DSC 7	25CCCC22	Customer Service and Conflict Resolution	4	0	0	4
DSC 8	25CCCC23	First Aid for Aviation Emergency	4	0	0	4
DSC 9	25CCCC24	Dangerous Goods Regulations	4	0	0	4
DSC 10	25CCCC25	Emergency Procedures and Safety Management	4	0	0	4

SUMMER INTERNSHIP

Category	Code	Course	L	T	P	C
SI 1	25ICCC21	INTERNSHIP	0	0	10	5



SEMESTER I

25CCCC11 **INTRODUCTION TO AVIATION**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

1) Overview of aviation history, stakeholders, and regulations.
2) Basic aircraft types and operational fundamentals.
3) Economic impact and industry trends.
4) Safety and security in aviation.
5) Roles in ground and air operations.

UNIT I HISTORY AND EVOLUTION OF AVIATION 12 HOURS

Evolution of Aviation – Early stage and Later stage - International conventions: Paris Convention - Chicago Convention – ICAO and Annexures –Freedom of air – Phonetic Alphabet & Terminology – Introduction to World Time zone - Development of Air transportation in India

UNIT II BASICS OF AIRCRAFT AND AVIATION TERMINOLOGY 12 HOURS

Parts of an Aircraft: Fuselage, Wings, Engines, Cockpit, Tail, Types of Aircraft: Passenger, Cargo, Military, Private, Basic Aerodynamics: Lift, Thrust, Drag, Weight, Aviation Glossary: Terms and Definitions, Introduction to Avionics and Aircraft Systems

UNIT III AIRLINE AND AIRPORT OPERATIONS 12 HOURS

Overview of Airline Operations: Scheduling, Ticketing, Ground Handling, Airport Layout and Functions: Terminals, Runways, Control Towers, Roles and Responsibilities: Pilots, Cabin Crew, Ground Staff, Air Traffic Controllers, Passenger Handling Processes: Check-In, Security, Boarding, Baggage Handling and Cargo Operations

UNIT IV REGULATORY BODIES IN AVIATION 12 HOURS

ICAO – IATA – MoCA – DGCA – AAIB – BCAS and CISF – AAI – Other regulatory bodies [EASA, FAA] Introduction, Responsibility and Functions.

UNIT V PROFESSIONAL DEVELOPMENT IN AVIATION 12 HOURS

Career Paths in Aviation: Cabin Crew, Ground Services, Airport Management, Communication Skills: Verbal and Non-Verbal, Customer Service Excellence: Standards and Practices, Professional Grooming and Etiquette, Continuing Education and Training Opportunities

TOTAL 60 HOURS

COURSE OUTCOMES:

Upon completion of this course, the students will be able to

CO1: Identify key figures and events that shaped the aviation industry.

CO2: Understand the basic structure and components of an aircraft.

CO3: Explain the various regulatory bodies in aviation

CO4: Explain the role of regulatory bodies in maintaining aviation safety

CO5: Develop essential skills for career advancement.

TEXT BOOKS:

1. "Introduction to Aviation" by Tim Brady, 4rd Edition, Kendall Hunt Publishing.
2. "Aircraft: Basic Science" by Michael J. Kroes and James R. Rardon, 8th Edition, McGraw-Hill Education..

REFERENCES:

1. "Aviation and Airport Security: Terrorism and Safety Concerns, Second Edition" by Kathleen Sweet, 2nd Edition, CRC Press.
2. "Global Airlines: Competition in a Transnational Industry" by Pat Hanlon, 4rd Edition, Routledge.

25CCCC12 GROOMING AND PERSONALITY DEVELOPMENT

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

- Techniques for professional grooming and enhancing interpersonal skills.
- Personal image and behavior standards in the aviation industry.
- Etiquette and grooming specific to cabin crew roles.
- Confidence building and professional demeanor.

Hygiene and presentation during flights.

UNIT I FOUNDATIONS OF GROOMING AND PERSONAL PRESENTATION 12 HOURS

Fundamental principles of grooming and personal presentation specific to cabin crew. Students will learn about the importance of maintaining high standards of personal hygiene, adherence to uniform guidelines, and cultural sensitivity in appearance. Emphasis will be placed on understanding industry-specific grooming standards and their impact on passenger perception and safety.

UNIT II PHYSICAL APPEARANCE AND PERSONAL IMAGE 12 HOURS

Selection and maintenance of uniforms, accessorizing appropriately, and using grooming products effectively. Students will explore how personal appearance can influence passenger confidence and satisfaction during flights.

UNIT III POISE AND PROFESSIONALISM 12 HOURS

The importance of graceful movement, effective communication through body language, and handling unexpected events with calmness and efficiency will be emphasized.

UNIT IV PROFESSIONAL ETIQUETTE AND CUSTOMER SERVICE 12 HOURS

Topics include interpersonal skills, effective communication with passengers from diverse cultural backgrounds, conflict resolution strategies, and service recovery techniques. Emphasis will be placed on fostering teamwork and collaboration among cabin crew members to ensure seamless operations.

UNIT V PERSONAL DEVELOPMENT AND CAREER ADVANCEMENT 12 HOURS

Techniques for setting and achieving personal and professional goals, managing time effectively, and enhancing resilience in high-pressure environments. Topics also include maintaining a positive attitude, ethical considerations in customer interactions, and continuous learning to adapt to evolving industry standards.

TOTAL -60 HOURS

COURSE OUTCOMES:

Upon completion of this course, the students will be able to

CO1: Understand the critical role of grooming and personal presentation

CO2: Develop skills for maintaining a professional appearance and personal image in aviation settings.

CO3: Acquire knowledge of poise, grace, and professionalism necessary for effective cabin crew service.

CO4: Enhance understanding of professional etiquette, customer service excellence, and conflict resolution.

CO5: Foster personal development strategies for career advancement and success in the cabin crew profession.

TEXT BOOKS:

1. "Grooming Standards for Cabin Crew" by Sue Jackson, 1st Edition, Aviation Supplies & Academics, Inc.
2. "The Art of Professionalism: Etiquette, Grooming, and Personal Development for Flight Attendants" by Sophia Robinson, 1st Edition, CreateSpace Independent Publishing Platform.

REFERENCES:

1. "The Glamour of Grammar: A Guide to the Magic and Mystery of Practical English" by Roy Peter Clark, 1st Edition, Little, Brown and Company.
2. "The Power of Charm: How to Win Anyone Over in Any Situation" by Brian Tracy and Ron Arden, 1st Edition, AMACOM.

25CCCC13 **COMMUNICATION SKILLS**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

- Effective verbal and non-verbal communication with passengers and crew.
- Active listening and empathy techniques.
- Communication in diverse cultural contexts.
- Clear communication during emergencies.
- Importance of teamwork and CRM.

UNIT I FUNDAMENTALS OF COMMUNICATION 12 HOURS

Definition and Importance of Communication, The Communication Process: Sender, Message, Receiver, Feedback, Types of Communication: Verbal, Non-Verbal, Written, Visual, Barriers to Effective Communication: Physical, Psychological, Semantic, Overcoming Communication Barriers

UNIT II VERBAL COMMUNICATION SKILLS 12 HOURS

Elements of Effective Verbal Communication, Techniques for Clear and Concise Speaking, Importance of Tone and Articulation, Active Listening Skills: Paraphrasing, Summarizing, Questioning, Providing and Receiving Constructive Feedback

UNIT III NON-VERBAL COMMUNICATION SKILLS 12 HOURS

Importance of Non-Verbal Communication, Types of Non-Verbal Communication: Body Language, Facial Expressions, Gestures, Eye Contact, Posture, Reading and Interpreting Non-Verbal Cues, Using Body Language to Enhance Communication, Cultural Differences in Non-Verbal Communication

UNIT IV INTERPERSONAL COMMUNICATION SKILLS 12 HOURS

Interpersonal Communication in Professional Settings, Building Rapport and Trust, Communication in Teams and Groups, Conflict Resolution Techniques, Handling Difficult Conversations and Situations

UNIT V PROFESSIONAL COMMUNICATION SKILLS 12 HOURS

Professionalism in Communication, Email and Report Writing Skills, Digital Communication: Social Media, Messaging Apps, Virtual Meetings, Customer Service Communication: Dealing with Passengers, Handling Complaints, Communication in Emergency Situations

TOTAL: 60 HOURS

COURSE OUTCOMES:

Upon completion of this course, the students will be able to

CO1: Understand the basic principles and process of communication.

CO2: Develop skills for maintaining a professional appearance and personal image in aviation settings.

CO3: Acquire knowledge of poise, grace, and professionalism necessary for effective cabin crew service

CO4: Enhance understanding of professional etiquette, customer service excellence, and conflict resolution

CO5: Foster personal development strategies for career advancement and success in the cabin crew profession

TEXT BOOKS:

1. "Grooming Standards for Cabin Crew" by Sue Jackson, 1st Edition, Aviation Supplies & Academics, Inc.
2. "The Art of Professionalism: Etiquette, Grooming, and Personal Development for Flight Attendants" by Sophia Robinson, 1st Edition, CreateSpace Independent Publishing Platform.

REFERENCES:

1. "The Glamour of Grammar: A Guide to the Magic and Mystery of Practical English" by Roy Peter Clark, 1st Edition, Little, Brown and Company.
2. "The Power of Charm: How to Win Anyone Over in Any Situation" by Brian Tracy and Ron Arden, 1st Edition, AMACOM

WEB LINKS:

1. https://www.iata.org/en/training/courses/airline-industry-introduction/talg50hlm/en/.

25CCCC14 **CREW RESOURCE MANAGEMENT**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

- CRM principles for aviation safety and efficiency.
- Team dynamics and decision-making skills.
- Communication strategies in normal and emergency situations.
- Stress management and workload distribution.
- Continuous improvement in CRM practices.

UNIT I **INTRODUCTION TO CREW RESOURCE MANAGEMENT** **12 HOURS**

History of CRM, Evolution and need for CRM in aviation, Key CRM principles: communication, teamwork, decision-making.

UNIT II **COMMUNICATION SKILLS** **12 HOURS**

Verbal and non-verbal communication, Barriers to effective communication, Techniques for effective communication, Communication in emergencies..

UNIT III **TEAMWORK AND LEADERSHIP** **12 HOURS**

Team roles and dynamics, Leadership styles and their impact, Building and maintaining effective teams, Conflict resolution within teams.

UNIT IV **SITUATIONAL AWARENESS** **12 HOURS**

Definition and importance of situational awareness, Components of situational awareness, Techniques for maintaining situational awareness, Common pitfalls and how to avoid them.

UNIT V **DECISION MAKING AND PROBLEM SOLVING** **12 HOURS**

The decision-making process, Factors influencing decision making, Problem-solving techniques, Case studies and practical applications.

TOTAL: 60 HOURS

COURSE OUTCOMES:

Upon completion of this course, the students will be able to

CO1: Recognize the importance of CRM in aviation safety.

CO2: Develop effective communication strategies.

CO4: Apply teamwork principles to enhance flight safety and efficiency.

CO4: Develop techniques to maintain situational awareness.

CO5: Understand the decision-making process in the context of aviation

TEXT BOOKS:

1. "Crew Resource Management" by Robert L. Helmreich, Ashleigh C. Merritt, and John A. Wilhelm, 1st Edition, Academic Press.
2. "Human Factors in Flight" by Frank H. Hawkins, 2nd Edition, Ashgate Publishing.

REFERENCE BOOKS:

1. "Pilot's Handbook of Aeronautical Knowledge" by Federal Aviation Administration (FAA), Updated Edition, Skyhorse Publishing.
2. "Safety Management Systems in Aviation" by Alan J. Stolzer, Carl D. Halford, and John J. Goglia, Ashgate Publishing 2011.

25CCCC15 **AVIATION SECURITY**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

- Overview of aviation security threats and regulatory frameworks.
- Security procedures in airports and onboard aircraft.
- Threat assessment and crisis management strategies.
- Legal and ethical considerations in aviation security.
- Collaboration with security agencies for passenger safety.

UNIT I **INTRODUCTION TO AVIATION SECURITY** **12 HOURS**

Definition and Scope of Aviation Security, Historical Overview of Aviation Security Incidents, Key Threats and Risks: Terrorism, Hijacking, Sabotage, International and National Regulatory Bodies: ICAO, TSA, EASA, Roles and Responsibilities of Cabin Crew in Security Procedures

UNIT II **SECURITY SCREENING AND ACCESS CONTROL** **12 HOURS**

Security Screening Procedures: Passengers, Baggage, Cargo, Technologies Used in Security Screening: X-Ray, Metal Detectors, Explosive Detection Systems, Access Control Methods: Identification, Badging, Biometric Systems, Managing Access to Restricted Areas: Airport, Aircraft, Procedures for Handling Prohibited Items and Dangerous Goods

UNIT III **IN-FLIGHT SECURITY MEASURES** **12 HOURS**

Pre-Flight Security Checks: Cabin, Lavatories, Galleys, Monitoring and Surveillance During Flights, Handling In-Flight Security Incidents: Unruly Passengers, Suspicious Behaviour, Crew Resource Management (CRM) in Security Situations, Communication Protocols with Ground Security and Authorities

UNIT IV **SAFETY MANAGEMENT SYSTEMS (SMS) IN AVIATION** **12 HOURS**

Definition and Importance of Safety Management Systems, Components of an SMS: Safety Policy, Risk Management, Safety Assurance, Safety Promotion, Risk Assessment and Hazard Identification, Reporting Systems and Safety Audits, Promoting a Safety Culture Among Cabin Crew and Passengers

UNIT V **EMERGENCY PREPAREDNESS AND RESPONSE** **12 HOURS**

Types of Emergencies: Fire, Medical, Security, Mechanical Failures, Emergency Preparedness: Training, Drills, Equipment Checks, Emergency Response Procedures: Evacuation, First Aid, Communication, Coordination with Ground Services and Emergency Responders, Post-Emergency Procedures and Incident Reporting

TOTAL: 60 HOURS

COURSE OUTCOMES:

Upon completion of this course, the students will be able to

CO1: Understand the importance and scope of aviation security.

CO2: Identify methods for controlling access to secure areas.

CO3: Explain the importance of crew coordination and communication.

CO4: Understand the principles and components of Safety Management Systems.

CO5: Demonstrate the ability to coordinate and communicate during emergencies.

TEXT BOOKS:

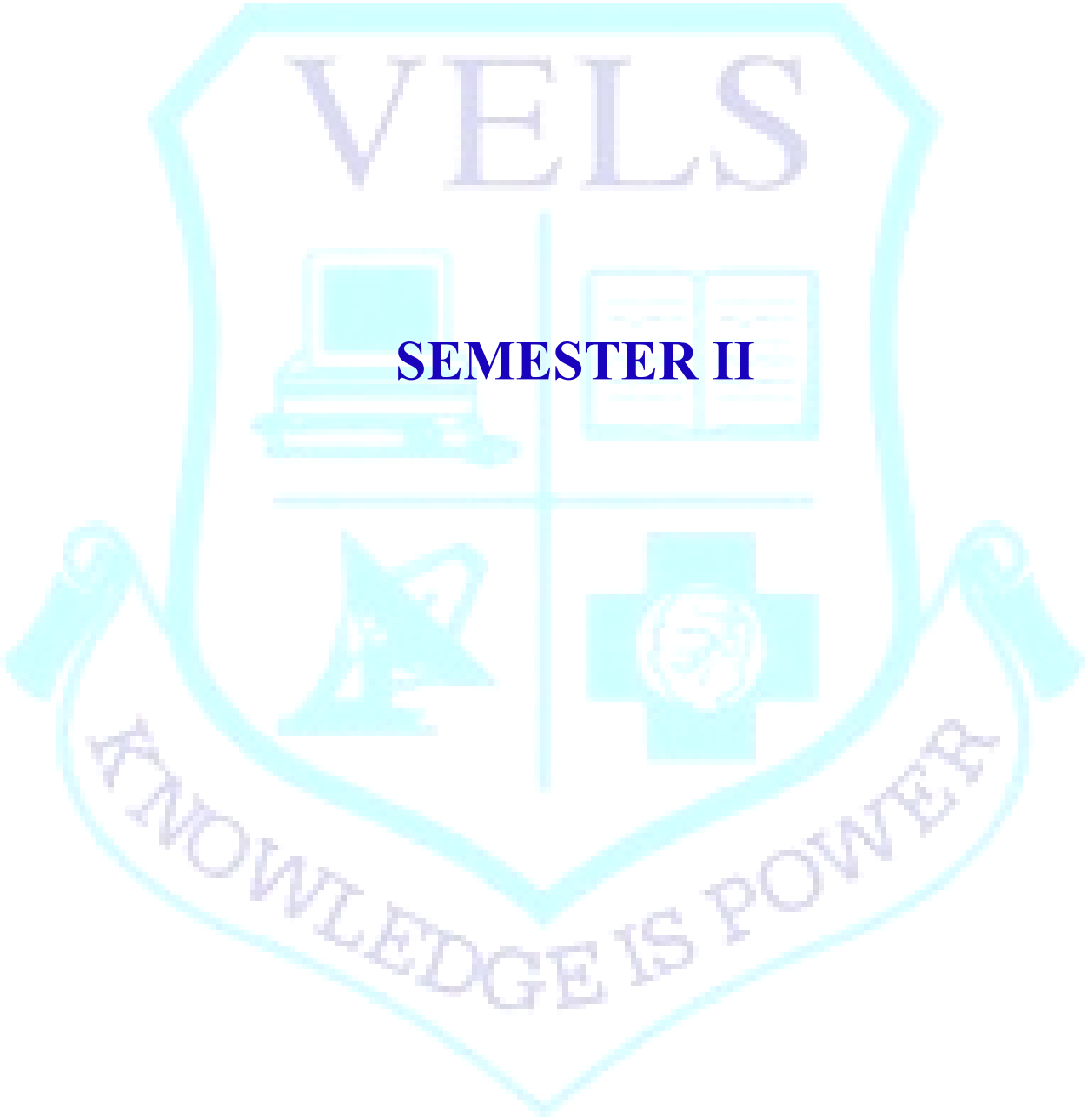
1. "Aviation Security: Problems, Strategies, and Solutions" by Andrew R. Thomas, Praeger 2008.
2. "Practical Aviation Security: Predicting and Preventing Future Threats" by Jeffrey Price and Jeffrey Forrest, Butterworth-Heinemann 2016.

REFERENCES:

1. "Introduction to Aviation Security" by Paul Elliott, Baltic University Press 2007.
2. "Safety Management Systems in Aviation" by Alan J. Stolzer, Carl D. Halford, and John J. Goglia, Ashgate Publishing 2011.

WEB LINKS:

1. https://www.iata.org/en/training/courses/airline-industry-introduction/talg50hlm/en/.



SEMESTER II

25CCCC21 FUNDAMENTALS OF AVIATION

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

1) Introduction to aviation industry structure and stakeholders.
2) Basic aircraft components and operations.
3) Safety protocols and regulatory compliance.
4) Economic impact and future trends.
5) Importance of safety culture in aviation.

UNIT I INTRODUCTION TO AVIATION 12 HOURS

Overview of the aviation industry: history, evolution, global significance, key stakeholders (airlines, airports, regulatory bodies), economic impact, and future trends.

UNIT II AIRCRAFT SYSTEMS AND OPERATIONS 12 HOURS

Fundamentals of aircraft: types, components, and systems (propulsion, avionics, control surfaces). Aircraft operations: pre-flight checks, taxiing, takeoff, cruise, descent, landing, and post-flight procedures.

UNIT III AVIATION SAFETY AND SECURITY 12 HOURS

Importance of safety and security in aviation: regulatory bodies (ICAO, FAA, EASA), safety management systems (SMS), security protocols (screening, access control, emergency response), incident reporting and investigation.

UNIT IV AIR TRAFFIC MANAGEMENT 12 HOURS

Overview of air traffic control (ATC): functions, airspace classification, communication protocols (radio, radar), navigation aids (VOR, GPS), flight planning, and traffic flow management.

UNIT V HUMAN FACTORS IN AVIATION 12 HOURS

Human factors affecting aviation safety and performance: crew resource management (CRM), fatigue management, situational awareness, decision-making processes, and aviation psychology.

TOTAL 60 HOURS

COURSE OUTCOMES:

Upon completion of this course, the students will be able to

CO1: Understand the foundational principles and structure of the aviation industry.

CO2: Demonstrate knowledge of aircraft systems, operations, and their integration.

CO3: Explain the importance of aviation safety and security measures.

CO4: Analyze air traffic management systems and their role in aviation operations.

CO5: Apply human factors principles to enhance safety and operational efficiency in aviation.

TEXT BOOKS:

1. Introduction to Aviation" by John D. Anderson Jr., 4rd Edition, McGraw-Hill Education.
2. "Aviation Safety and Security Management" by Carl D. Halford, 2nd Edition, Wiley.

REFERENCES:

1. "Fundamentals of Aircraft and Airship Design" by Leland M. Nicolai and Grant E. Carichner, 1st Edition, American Institute of Aeronautics and Astronautics.
2. "Human Factors in Aviation" edited by Eduardo Salas and Dan Maurino, 2nd Edition, Academic Press.

25CCCC22 CUSTOMER SERVICE AND CONFLICT RESOLUTION

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

- Key elements of customer service and their impact on airline reputation.
- Techniques for handling passenger conflicts and challenging behaviors.
- Strategies for de-escalation, negotiation, and maintaining professionalism under pressure.
- Implementing improvements based on customer feedback.
- Enhancing customer loyalty through excellent service.

UNIT I INTRODUCTION TO CUSTOMER SERVICE IN AVIATION 12 HOURS

This unit provides an introduction to customer service principles specifically tailored for cabin crew. It covers the importance of passenger satisfaction, loyalty, and the role of cabin crew in delivering exceptional service onboard.

UNIT II UNDERSTANDING PASSENGER BEHAVIOR AND EXPECTATIONS 12 HOURS

This unit explores the psychological aspects of passenger behavior relevant to cabin crew interactions. It addresses cultural sensitivity, diversity awareness, and strategies for meeting diverse passenger expectations.

UNIT III EFFECTIVE COMMUNICATION SKILLS 12 HOURS

This unit focuses on developing effective communication skills essential for cabin crew members. It covers verbal communication techniques, non-verbal communication cues, active listening, and empathy in customer interactions.

UNIT IV CONFLICT RESOLUTION STRATEGIES 12 HOURS

This unit explores strategies for providing exceptional customer service throughout the flight. It covers personalized service delivery, handling special requests, managing passenger feedback, and continuous improvement in service standards.

UNIT V CUSTOMER SERVICE EXCELLENCE 12 HOURS

Case studies and practical exercises on Air crash investigation – Introduction to Accident Investigation – Investigation techniques and methodology – Human factors in Accident investigation - Technical aspects of air crash investigation – Legal and ethical aspects

TOTAL 60 HOURS

COURSE OUTCOMES:

Upon completion of this course, the students will be able to

CO1: Customer service principles specific to cabin crew roles to enhance passenger satisfaction and loyalty onboard

CO2: Analyze and respond to diverse passenger behaviors and expectations to optimize customer interactions in the cabin environment.

CO3: Demonstrate proficiency in effective verbal and non-verbal communication skills crucial for successful cabin crew interactions

CO4: Utilize conflict resolution strategies, including de-escalation techniques and negotiation skills, to manage conflicts effectively onboard.

CO5: Strategies for achieving customer service excellence throughout the flight, including personalized service delivery and continuous improvement.

TEXT BOOKS:

1. "Principles of Aviation Hospitality and Customer Service" by R.K. Bali
2. "Aviation Customer Service: Theory and Practice" by K.S. Mohan

REFERENCES:

1. Cabin Safety and Customer Service: A Guide to Winning Passenger Confidence" by Susie Gharib
2. "Managing Inflight Passenger Conflict: Cabin Crew Strategies for Conflict Resolution" by James J. Ballentine

25CCCC23 **FIRST AID FOR AVIATION EMERGENCY**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

- Basic first aid techniques applicable in aviation emergencies.
- Handling medical emergencies onboard.
- CPR and AED procedures.
- First aid kits and equipment familiarization.
- Collaborating with medical professionals during emergencies.

UNIT I INTRODUCTION TO FIRST AID AND AVIATION HEALTH 12 HOURS

Introduction to First Aid and Aviation Health- Basic Principles of First Aid- Managing Common Medical Emergencies in Aviation- Aviation-Specific First Aid- Trauma and Injury Management- Aviation Health Challenges- Special Considerations and Scenarios- Basic Anatomy and Physiology for First Aid- First Aid Kits and Equipment in Aviation- Managing Airborne Medical Emergencies

UNIT II COMMON MEDICAL EMERGENCIES ONBOARD 12 HOURS

Introduction to Onboard Medical Emergencies- Respiratory Distress and Asthma Attacks- Hypoxia and Decompression Sickness- Cardiac Emergencies- Stroke and Neurological Emergencies- Allergic Reactions and Anaphylaxis- Gastrointestinal Issues- Trauma and Injuries- Infectious Diseases and Fever Management- Psychological and Behavioral Emergencies- Diabetes and Hypoglycemia-

UNIT III ONBOARD MEDICAL EQUIPMENT AND MEDICATIONS 12 HOURS

Introduction- Basic First Aid Kits (FAK)- Emergency Medical Kits (EMK)- Automated External Defibrillator (AED)- Supplemental Oxygen Systems- Preconditioned Air and Ventilation Equipment- Medications in the Emergency Medical Kit- Communication Devices and Tools- Special Equipment for Trauma and Injuries- Personal Protective Equipment (PPE)- Monitoring Devices- Practical Applications and Case Studies

UNIT IV PSYCHOLOGICAL FIRST AID 12 HOURS

Introduction to Psychological First Aid (PFA)- Understanding Stress and Trauma in Aviation- Key Principles of Psychological First Aid- Identifying Psychological Symptoms and Reactions- Managing Passenger Anxiety and Panic Attacks- Dealing with Aggressive or Disruptive Passengers- Supporting Passengers During Medical Emergencies- Supporting Grieving Passengers- The Impact of Trauma on Passengers and

Crew- Psychological Support for Fellow Crew Members- Self-Care for Cabin Crew.

UNIT V AVIATION HEALTH AND HYGIENE 12 HOURS

Introduction to Aviation Health and Hygiene- Cabin Environment and Its Impact on Health- Preventing and Managing Infections in the Cabin- Cabin Crew Personal Hygiene Standards- Dehydration and Nutrition in Aviation- Fatigue Management for Cabin Crew- Managing Air Travel-Related Illnesses- Managing Mental-Infection Control and Biohazard Management Health and Wellbeing- Health and Safety Standards in Aviation- Preventing and Managing Heat-Related Illnesses- Self-Care and Fitness for Cabin Crew

TOTAL: 60 HOURS

COURSE OUTCOMES:

Upon completion of this course, the students will be able to

CO1: Demonstrate understanding of the principles of first aid and the cabin crew's role in managing medical emergencies onboard

CO2: Identify and respond effectively to common medical emergencies that may occur during flights.

CO3: Utilize onboard medical equipment and medications according to aviation regulations and airline procedures.

CO4: Apply psychological first aid techniques to support passengers and crew members in distress during flights.

CO5: Implement health and hygiene practices to maintain a safe and healthy environment onboard aircraft.

TEXT BOOKS:

1. "First Aid Manual" by Indian Red Cross Society
2. "Aviation Medicine and First Aid for Cabin Crew" by R.K. Bali

REFERENCE BOOKS:

1. "Aviation Medicine: Principles and Practice" edited by A.K. Kapoor
2. "Emergency Procedures for the Small Cabin Crew" by V. Krishnan

25CCCC24 **DANGEROUS GOODS REGULATIONS**

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

- Handling and classification of dangerous goods.
- Regulatory compliance (ICAO, IATA).
- Packaging, labeling, and documentation procedures.
- Incident recognition and response protocols.
- Safety measures and emergency planning.

UNIT I **INTRODUCTION TO DANGEROUS GOODS** **12 HOURS**

Definition of Dangerous Goods, History and Development of Dangerous Goods Regulations, Classification of Dangerous Goods: Classes 1-12, General Philosophy and Principles of Dangerous Goods Regulations, The Role of the International Civil Aviation Organization (ICAO) and International Air Transport Association (IATA)

UNIT II **IDENTIFICATION AND LABELING OF DANGEROUS GOODS** **12 HOURS**

Hazard Labels and Placards, Marking Requirements for Dangerous Goods, Documentation: Shipper's Declaration, Air Waybill, Packaging Standards and Requirements, Special Provisions and Exceptions

UNIT III **HANDLING AND STORAGE OF DANGEROUS GOODS** **12 HOURS**

Handling Procedures for Different Classes of Dangerous Goods, Storage Requirements: Segregation and Compatibility, Loading and Unloading Procedures, Safety Measures and Equipment for Handling Dangerous Goods, Handling Spills and Leaks

UNIT IV **EMERGENCY RESPONSE PROCEDURES** **12 HOURS**

Emergency Response Information and Guides, Role of Cabin Crew in Dangerous Goods Emergencies, Communication and Coordination during Emergencies, Use of Emergency Equipment: Fire Extinguishers, Protective Gear, Post-Incident Procedures and Reporting

UNIT V **REGULATORY COMPLIANCE AND TRAINING** **12 HOURS**

Overview of Regulatory Requirements: ICAO, IATA, National Regulations, Dangerous Goods Training Programs: Initial and Recurrent Training, Training Modules: General Awareness, Function-Specific, Safety, Record-Keeping and Documentation for Compliance, Continuous Education and Updates in Dangerous

Goods Regulations

TOTAL: 60 HOURS

COURSE OUTCOMES:

Upon completion of this course, the students will be able to

CO1: Understand the definition and classification of dangerous goods

CO2: Identify and interpret the labels, markings, and documentation of dangerous goods

CO3: Explain the procedures for loading and unloading dangerous goods on aircraft

CO4: Identify the roles and responsibilities of cabin crew during dangerous goods emergencies

CO5: Understand the regulatory requirements for dangerous goods training

TEXT BOOKS:

1. 1 "ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air"
2. "IATA Dangerous Goods Regulations (DGR)"

REFERENCE BOOKS

1. "Dangerous Goods Regulations: Compliance and Safety" by Clifford J. Matthews, 1st Edition, Gulf Professional Publishing.
2. "Transporting Dangerous Goods by Air" by Anthony Halim and Lawrence Tan, 2nd Edition, Unipress.

25CCCC25 EMERGENCY AND SAFETY PROCEDURES

L	T	P	C
4	0	0	4

COURSE OBJECTIVES:

- Procedures for handling aircraft emergencies (fire, decompression, ditching).
- Safety management systems and emergency response plans.
- Evacuation procedures and passenger management during crises.
- Risk assessment and mitigation strategies.
- Continuous training and improvement in safety protocols.

UNIT I INTRODUCTION TO CABIN CREW ROLES AND RESPONSIBILITIES 12 HOURS

Overview of cabin crew roles in ensuring passenger safety and emergency preparedness, regulatory requirements (CAA, FAA, EASA), importance of teamwork and communication in cabin operations

UNIT II AIRCRAFT FAMILIARIZATION AND LAYOUT 12 HOURS

Detailed study of aircraft types and configurations, cabin layout, emergency exits, safety equipment location, and operation (evacuation slides, life vests, oxygen masks)

UNIT III EMERGENCY EQUIPMENT AND PROCEDURES 12 HOURS

Types, maintenance procedures, deployment techniques for evacuation slides, life rafts, fire extinguishers, and other safety devices.

UNIT IV EMERGENCY PROCEDURES 12 HOURS

Decompression, fire/smoke, medical emergencies, ditching, evacuation protocols, passenger management during emergencies, and post-emergency procedures.

UNIT V SAFETY PROTOCOLS AND SAFETY STANDARDS 12 HOURS

Pre-flight safety checks, cabin securing procedures, passenger briefing techniques, securing loose items, and turbulence management.

TOTAL-60 HOURS

COURSE OUTCOMES:

Upon completion of this course, the students will be able to

CO1: Understand the roles and responsibilities of cabin crew in ensuring passenger safety.

CO2: Demonstrate proficiency in aircraft familiarization and emergency equipment operation.

CO3: Apply emergency procedures for various critical situations.

CO4: Implement safety protocols to maintain cabin safety standards

CO5: Utilize knowledge of emergency equipment and procedures to manage emergencies effectively and ensure passenger welfare.

TEXT BOOKS:

1. "Cabin Safety for Flight Attendants" by Marianne McLeod, 2nd Edition, Aviation Supplies & Academics, Inc.
2. "Emergency Procedures for the Small Cabin Crew" by Brian Trubshaw, 1st Edition, Routledge

REFERENCES:

1. "Cabin Crew Safety Manual" by Paul Embry, 4rd Edition, Elsevier Butterworth-Heinemann.
2. "Aviation Emergency Response Manual" by David Baker, 1st Edition, Wiley.

25ICCC21 **INTERNSHIP**

L	T	P	C
0	0	10	5

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.