

BHARATHIAR UNIVERSITY:COIMBATORE 641046
CENTRE FOR COLLABORATION OF INDUSTRY AND INSTITUTIONS
DIPLOMA IN AIRLINE AND AIRPORT MANAGEMENT
 (For the CCII students admitted from the academic year 2015-16 onwards)

SCHEME OF EXAMINATION

Course Title	Total Marks
FIRST SEMESTER	
Paper I - Aviation security And Airport handling	100
Paper II - Management principles and practice	100
Paper III - Cargo product knowledge and dangerous goods	100
Paper IV - Ticketing and fares	100
Practical I - Project, Mock Interview, Presentation, GD	100
SECOND SEMESTER	
Paper V - Travel and Tourism management	100
Paper VI - Hospitality Management	100
Paper VII - Communicative English	100
Paper VIII - Aircraft and Airport Familiarisation	100
Paper IX - Airline Management	100
Practical II - VIVA, Workshops, Assignment, Resume preparation	100
TOTAL	1100

SEMESTER - I

PAPER - I AVIATION SECURITY AND AIRPORT HANDLING

UNIT – 1

Air Travel formalities – passport visa – Health certificates – taxes – customs – currency – Airport Facilities - Baggage – Definition – Rule – free baggage allowance – Dangerous goods

UNIT – 2

Definition of baggage- baggage tags-ramp equipments-Aircraft commercial documents-Terminal service-Ramp-Airport service.

UNIT -3

Cargo commodities-delivery procedure-duties of cargo staff- Airport terms and abbreviations.

UNIT -4

CIVIL AVIATION SECURITY-UNLAWFUL INTERFERENCE Threat to civil aviation-legal provisions and national laws-BCAS – minimum security procedure in Airport-IED Bomb activation-military explosive and civil explosives

UNIT – 5

DGCA role – BCAS- immigration act 1983-customs rules -AA1 Aircraft rules- ICAO manual rules and regulations-OAG-TIM-TACT-ISSG-PAT-ITTP-IATA-DGR in brief FAA-CAA

Reference Books

1. Aviation in Crisis :- Ruwantissa I.R Abeyratne – Ashgate publishing ltd year 2003
2. Aviation safety Programme :- Richard H wood Jeppesen Sanderson Inc. edition 3 2003

PAPER- II MANAGEMENT PRINCIPLES AND PRACTICE

Subject Description:

This Course Presents The Principles Of Management,Emphazing Managerial Functions,Explaining Internal Management Of Organaizations And Behavioural Concepts As Applied To Practical Management Problems

Goals:

To Enable The Students To LearnThe Basic Functions,Principles And Concepts Of Management

Objectives:

On Successful Completion Of The Course The Students Should Have Understood Management Functions And Principles,

Learnt The Scientific Decision Making Process,Problem Solving Techniques And The Modern Trends In Management Processes

Unit-1

Management Science,Theory And Practice-The Evolution Of Management Thought And The Pattern Of Management Analysis-Management And The Society: The External Enviroment,Social Responsibility And Ethics-Global And Comparative Management –The Basics Of Global Management

Unit-2

The Nature And Purpose Of Planning-Objectives-Strategies,Policies And Planning Premises- Decision Making-Global Planning

Unit-3

The Nature Of Organizing And Entrepreneurship-Organizational Structure:Departmentation-Line/Staff Authority And Decentralization-Effective Organizing And Organizational Culture – Global Organizing

Unit-4

Co-Ordination Functions In Organisations –Human Factors And Motivation-Leadership- Committees And Group Decision Making-Communication –Global Leading

Unit -5

The System And Process Of Controlling –Control Techniques And Informational Technology- Productivity And Operational Management-Overall Control And Toward The Future Throughpreventive Control-Global Controlling And Global Challenges

References:

1. Knootz & Weirich, Essentials of Management, Tata McGraw Hill
2. VSP Rao, V Hari Krishna – Management: Text and Cases, Excel Books, I Edition, 2004
3. Stoner & Wankai, Management, PHI
4. Robert Krcitner, Management, ATTBS
5. Weirich & Koontz, Management – A Global perspective, McGraw Hill
6. Helliregarl, Management, Thomson Learning, 2002
7. Robbins S.P. Fundamentals of Management, Pearson, 2003

PAPER - III

CARGO PRODUCT KNOWLEDGE AND DANGEROUS GOODS

UNIT – 1

Cargo commodities accepted by Airline- advantage of cargo sending by Air-Agent shipper rules-responsibilities-IATA approval formalities

UNIT -2

Bulk loading- unit load device, loading and fleet version of Aircraft- categories of ULD.

UNIT -3

Acceptance principle of cargo weight calculation procedure-classification-prohibition packaging- NOTOC Incident reporting-ICAO Technical instruction-shippers

UNIT -4

Responsibility classification of dangerous goods-hazards handling-loading instructions-loading live animals-HUM-URNS

UNIT-5

Pilot notification regard to DG carriage in aircraft –dangerous goods handling in details.

Reference Books:

1. Air Transportation : A management perspective J. G Wensveen - Ashgate Publishing Ltd
2. Aircraft Manual : CAR Sec II Latest Amended
3. Aviation safety Programme :- Richard H wood Jeppesen Sanderson Inc. edition 3 2003

**PAPER - IV
TICKETING AND FARES**

UNIT – 1

Introduction - Tourism Phenomenon – Tourism forms – Types – future trends – Typology

UNIT – 2

Introduction - What is in a fare - Domestic and International Airfares

UNIT – 3

Introduction – what is Journey – One way trip – Round trip

UNIT – 4

Introduction – Airfares and De regulation – fare calculation Terms further

UNIT – 5

Standard Time – Time calculation between two countries – calculation of total transport time – Published fare – unpublished fare – Airlines – Fare class – Types of classes in Airline

Reference Books:

1. IATA Manual (Training – Latest amended)
2. Aircraft Manual – CAR Sec II Latest amended
3. ICAO Manuals – latest amended

PRACTICAL - I

1. Aviation security and Airport handling
2. Management principle and Practice
3. Cargo Product knowledge and Dangerous Goods
4. Ticketing and Fares

SEMESTER - II

PAPER - V TRAVEL AND TOURISM MANAGEMENT

UNIT- 1

Basics of Tourism - Definition of Tourism - types of Tourism - Tourism History and Origin - History of great Travellers-National Income - Geography of Tourism(India) - Customer care Management and interpersonal skill

UNIT-2

Tourism Industry profile - fast food forms - Travel Agency and Tour operations Business - Hospitality Industry - Aviation Industry - Human resources Management -Sustainable Tourism

UNIT-3

Total Quality Management - Automation in Tourism industry - Airlines Management - Resort Management - Housekeeping in Hospitality operations - Basics Management and application - Geography of Tourism (world)

UNIT-4

Tourism Management - Tourism policy in India - Food and Beverage operations - conferences and event management - Business Communications

UNIT-5

Destination marketing management - Research methodology and Management decisions - Dimensions of international Tourism - Airlines to Tourism - Arts and dance culture forms in India -India and Tourism

Reference Books:

1. Geoffrey wall and Alister Mathiesan – Tourism Change, Impacts and opportunities-pearson prentice hall
2. Crainer Stuarl , The real power of Brands. Pitman publishing printed 1995 Briton
3. Marketing Management :- Phillip Kotlar Latest edition
4. Research Methodology : CM kothhari

PAPER-VI HOSPITALITY MANAGEMENT

UNIT-1

Definition of a hotel - history and grown of Hotel industry - qualities of a front office personnel - Guest satisfaction - Duties and Responsibilities of GRE - Front Office operations - Help/Reservation systems

UNIT -2

Classification of Hotel industry - Major Indian Hotel chains - Room service - Room status codes - Financing of a hotel industry – Mission – Vision - goal – objectives -characteristics of service industry

UNIT – 3

Classification of hotels in the world – NRA – planning in Hospitality Industry – Food and Beverage operations – Management hierarchy of Hotel Industry

UNIT-4

Room service – sanitation and safety - catering industry - Director of Restaurant staff – Table - furniture ware - menu planning - Rules of serving – beverages - restaurant equipments

UNIT-5

Managed services – communication - leadership theories - motivation theories - Decision making process - Attitudes and values – HRM - Hospitality Industry Technologies -Marketing of services

Reference Books

1. Geoffrey wall and Alister Mathiesan – Tourism Change, Impacts and opportunities
2. The Real power of Brands :- Pitman Publishing. Britain 1995
3. Principles of Management :- L M Prasad
4. Bhatia . A K . International Tourism Management: - N Delhi Sterling 2004

PAPER - VII COMMUNICATIVE ENGLISH

UNIT - 1

Parts of speech-punctuation-vocabulary building-phonetics - types of correspondence - Receipt and dispatch of mail files and classifications - Managing computer

UNIT -2

Types of letters-Formal/Informal - importance and function of letter writing -business letters - elements of structure Bio-data preparation - covering letters - guidelines for making a result-oriented resume.

UNIT -3

Importance of presentation skills - organising contacts - structural elements of the presentation concerning Data – visual aids – voice and picture integration – body language – voice modulation

UNIT – 4

Types of interview – preparing for an interview – attending an interview – employee expectations – general etiquette – posture – gestures

UNIT – 5

Process of group discussions – Guidelines – case studies – workshop on managerial exercises – SOFT skill development – Active listening – C's of communication.

Reference Books:

1. Business Communication : P. Rajendrapal
2. Richard De – Neufville – Airport systems
3. Alan Ruston & John Oxley - Hand book of Logistics and distribution
4. Paul R.Murphy,JR and Donal & F.Wood-Contemporary Logistics –Prentie Hall.9thEdn.2008

**PAPER-VIII
AIRCRAFT AND AIRPORT FAMILARISATION**

UNIT – 1

Overview of Aviation – Means – modes of Transport – Definition and scope – Transport and economic development – advantages – limitations of Air Transport – Ground Operations Technology – Theory of Flight – Take offs and landings – world Geography – Economic and Physics/ Geography – IATA – iteneraasses by Air Time Differences- Emergency Procedures – safety and first aid equipments – evacuation of passenger as land and water – First Aid – general rule - Treatment of bleeding – Death on board – emergency child birth

UNIT – 2

Air Transportation – Regulators and association – ICAO – FAA – CAA- DGCA – Customs immigration for Air Travel – Aircraft Act 1934 – Aircraft rules 1937 – Air corporations Act 1953 – International Airports Authority of India Act 1971, 1954, carriage by Air act 1972 – Tokyo convention Act 1975 – Anti –hijacking Act 1982 – suppression of unlawful acts against safety of civil aviation act 1982.

UNIT – 3

Civil Aviation requirements – General – Air worthiness - Aerodrome stds and Air Traffic services – Air safety – Design standards- flight crew standards – Aircraft operations – Chicago convention – Geneva convention 1948 – Rome convention 1952 – Tokyo convention 1963 – information Technology.

UNIT – 4

Aircraft engineers – flight instruments – Radio Navigational Aids – meteorological information – Air traffic control – Aeronautical information – Hazards in flight – flight rules – Airport location – Civil Aviation and military – Govt and private agencies in Airport – Airlines and departments.

UNIT – 5

Lay out of Airfield – Airport – ATC - Introduction - origin of Aviation – Terms and definition- Description of layout of Airfield- Familiarisation of Aircraft – origin - various parts of Aircraft- Take off – landing – emergency faced by aircraft in Air / land and rescue operations – Air sickness – faced during flying – remedies

Reference Books

1. Trends in Indian Transport Systems - D. Panduranga Rao - Inter-India Publications
2. Air Transportation: A Management Perspective- J. G. Wensveen-Ashgate Publishing, Ltd.
3. Fundamentals of Air Transport Management- P.S. Senguttuvan-Excel Books, 2006
4. IATA Training Manual amended

PAPER- IX
AIRLINE MANAGEMENT

UNIT-1

Concepts and types of Aviation- History of Civil Aviation Industry-Aviation Technology transformation-Scope and subject matter of aviation-Airport management, Airline management-open skies policy- international and domestic Airtrafic -financial programme of Airlines

UNIT- 2

Airline Terminology-Airport jobs-cabin crew Announcements-Airlines-Airline companies- Regulation and privatization in Air transport sector-Airline codes and Phonetic Alphabets.

UNIT-3

Airports-Abbreviations used in Airlines-Airport work-Traffic model-ATC-Air traffic Management- Baggage handling-Airport security-Freight/Cargo-Airport procedures-phases of flight Airport capacity Management.

UNIT- 4

Terminal Management-Apron Management-Airspace management -Airspace congestion issues –regulating Management-Carriage of Elderly and disabled passengers

UNIT- 5

Pre-flight anxiety-airside problem- Immobility, circulatory problems and deep vein thrombosis (DVT)- Fears and phobias- psychological concerns-health concerns inside Aircraft cabins –IATA-WTO-ICAO-FAA- Civil aviation authority UK-DGCA India

Reference Books

1. Air Transportation: A Management Perspective- J. G. Wensveen-Ashgate Publishing, Ltd.
2. Fundamentals of Air Transport Management- P.S. Senguttuvan-Excel Books, 2006

PRACTICAL -II

1. Travel and Tourism Management
2. Hospitality Management
3. Communicative English
4. Airline Management
5. Aircraft and Airport familiarization