

**BHARATHIAR UNIVERSITY : COIMBATORE-46**  
**Diploma in Airline and Airport Management**

(For the SDE students admitted from the academic year 2011-12 & onwards)

(Annual Pattern)

**Course Syllabus**

<b>Si.No</b>	<b>TITLE OF THE PAPER (SECOND YEAR)</b>	<b>EXAM DURATION</b>	<b>MAX MARKS</b>
1.	<b>AVIATION</b>	3 Hrs	100
2.	<b>PERSONALITY DEVELOPMENT &amp; COMMUNICATIVE ENGLISH</b>	3 Hrs	100
3.	<b>AIRPORT GROUND HANDLING &amp; CABIN CREW SERVICE</b>	3 Hrs	100
4.	<b>AIRLINE-AIRPORT SAFETY AND SECURITY</b>	3 Hrs	100
	<b>TOTAL</b>		400

**Duration of the Course: 1 year**

Eligibility: 12th pass

**UNIT- I**

Introduction to the Aviation Industry- Aviation History - Aviation History of India - Introduction to the Aviation Industry - The Wright brothers - Types of Aircraft - Scheduled Airlines and Alliances - Civil Aviation - Military Aviation - General Aviation

**UNIT -II**

Regulatory Agencies- ICAO- History of ICAO – DGCA – Functions of DGCA - Civil Aviation Authority – Functions of Civil Aviation Authority - Air Traffic Control – Airport Authority of India - History of AAI - Functions of AAI - Federal Aviation Administration

**UNIT -III**

Cargo Management- Customs Regulations - Explanatory Memorandum - Allowances and Entitlements - Import of Professional Equipment As Baggage - Import Of Un-Accompanied Baggage – Aircraft Licensed By DGCA

**UNIT- IV**

Terminologies in Airline Industry- Aviation Term - Airline Term – Terminologies – Airline Codes – Airport Codes - Airline Terminal Management-Flight Information Counter/Reservation and Ticketing-Check In/Issue of Boarding pass-Customs and Immigration formalities-Co-ordination-Security Clearance-Baggage

**UNIT -V**

Introduction to Aircraft and Aviation Familiarization- Aircraft Familiarization - Aircraft Types. - Aircraft Layout and Terminology - General Aviation and Ground and Airport- Take Off's and Landings - Handling of Unaccompanied minors and Disabled Passengers-Handling of Stretcher Passengers and Human Remains- Handling of CIP, VIP & VVIP-Co-ordination of Supporting Agencies /Departments.

**References:**

1. *Graham.A-Managing Airport an International Perspective –Butterworth Heinemann, Oxford-*
2. *Wells.A-Airport Planning and Management, 4th Edition-McGraw-hill, London-2000.*
3. *Doganis.R.-The Airport Business-Routledge, London-1992*
4. *Alexander T.Well, Seth Young –Principles of Airport Management-McGraw Hill 2003*
5. *P.S.Senguttuvan –Fundamentals of Airport Transport Management – McGraw Hill 2003*
6. *P.S.Senguttuvan –Principles of Airport Economics-Excel Books-2007*
7. *Richard De Neufville – Airport Systems: Planning, Design, and Management.-McGraw-Hill,*

## PERSONALITY DEVELOPMENT & COMMUNICATIVE ENGLISH

---

### UNIT-I

Listening - Observation – Communication- Stages of listening process- Barriers of listening- observation- Positive outlook- Communication- Barriers of communication- Communication Skill

### UNIT-II

Empathy - Emotional Intelligence- Emotional Intelligence- Emotional Competencies- Measurement of the Emotional Competencies-

### UNIT-III

Management Skills – Leadership – Motivation - Management skill- The Top 10 Leadership Qualities- Types of leadership styles- Seven Rules of Motivation-Time Management- Importance of time- What are our time wasters-

### UNIT-IV

Interview Skills- 10 Rules of Interviewing - 5 Steps to Effective Preparation- \*Illegal Questions- 7 Steps to Success at the Interview- 3 Steps to Effective Follow-up- Thank-You Letters - Cabin Crew - Job Interview - Goal Orientation- Success Tips – Creativity- Personal Goal Setting - Basic methods to improve creativity - 10 blocks that affects creativity

### UNIT -V

Landing the Job- Attires and professionalism - Grooming and Personal Appearance - Soft Skills- Grooming- Group Discussion- Interview Training & Mock Interviews-- Resumes and applications - Training and Certification. Presentation and Seminars- Project

### References:

1. Richard De Neufville – *Airport Systems: Planning, Design, and Management*.-McGraw-Hill, London- 2007
2. Kent Gouiden- *Global Logistics Management* –Wiley Black Well
3. Lambert –*Strategic Logistic Management* – Academic Intl Publishers
4. Alan Ruston & John Oxley, *Hand book of Logistics & Distribution* –Kogan Page
5. Paul R.Murphy, JR and Donal & F.Wood-*Contemporary Logistics* –Prentie Hall.9 thEdn.2008.

## **AIRPORT GROUND HANDLING & CABIN CREW SERVICE**

---

### **UNIT- I**

Passenger Service and Principles of Handling – Principles of Service – Flight Information Facility – Handling – Transit/Connection – Connection/Transfer-Special Passenger – Special Passenger Handling - Interline Connection Process - Safety and Emergency Procedures

### **Unit-II**

Introduction to Dangerous Goods -Introduction to Dangerous Goods - Dangerous Goods - What are Dangerous Goods - Regulations and Standards – Hazard Class Definitions - Identification and Recognition- Dangerous Goods or Hazard Class Definitions - Precautionary Measures - Enforcement and Reporting - UNIT Summary - Cabin crew Duties- Roles and Responsibilities -

### **UNIT-III**

Classifications of Dangerous Goods - Why Dangerous Goods At All Pre Take-Off Preparations - - Passenger Safety Brief – Introduction of Cabin Crew - Pre-flight Preparations - Flight Preparation - Boarding Process - Crew Resource Management (CRM)

### **Unit-IV**

Grooming: Beauty Tips - Steps to a Pedicure -Frugal Beauty Tips -Beat Dry Skin -Simple Beauty Tips-Tips for Radiant Skin – Tips for Perfect Lips -Look Years Younger -Perfect Eyes -Fade Your Freckles-Look after Your Pores -Makeup Beauty Tips-Shaving -Skin Care- Body Language – Swimming, Yoga & Fitness.

### **UNIT-V**

CRM Training Evolution and CRM Desired Skills - Performance Standards for Instructors in CRM - CRM Standards and Training - CRIMs (CRM Instructors) and CRIMEs (CRM Instructor Examiners) CRM: Evolution and Basics - Flight Control Crew Management - Maintenance Resource Management- Impact of CRM in Aviation Safety-

#### References:

1. Alexander T.Well, Seth Young –Principles of Airport Management-McGraw Hill 2003
2. P.S.Senguttuvan –Fundamentals of Airport Transport Management – McGraw Hill 2003
3. The Complete Cabin Crew Interview Manual.
4. *Aviation Maintenance Management – Harry A. Kinnison – McGraw Hill*

## **AIRLINE-AIRPORT SAFETY AND SECURITY**

### **Unit-I**

Safety and Emergency Procedures - Accidents and Survivability - Routine Preparation - Evacuation and Emergency Procedure- Unplanned or Planned Evacuations - Emergency Landings - Turbulence - Air Turbulence - Turbulence Related Incidents - Injury Prevention - Response to Turbulence

### **Unit-II**

Emergency Equipment - Types of Emergency Equipment - Types of Evacuation Equipment and Use - Fire fighting Equipment - Emergency Equipment for Ditching - Responding to Fires - Classification of Fires - Decompression - What is Decompression - Basic Response Procedures in a

### **Unit-III**

Decompression effect of Decompression on the Flight Crew: TUC or Time of Useful - Consciousness - Hypoxia and How to Recognize it - Hypoxia - Rapid/Explosive Decompression - The E Module Summary

### **UNIT 1V**

Medical Emergencies and Medical Training - Medical Emergencies and Medical Training - Emergency equipment on board (First Aid Kit, Emergency Medical Kit, Automatic Defibrillator, Personal Protection) - First Aid and Medical Equipment - Basic First Aid and Personal Protection - Check-Call-Care

### **UNIT-V**

First Aid Primer - Protect Yourself - CPR, AED and Heimlich maneuver Assisting Someone Who Has Stopped Breathing - CPR - AED (Automated External Defibrillator) - Heimlich Maneuver - Sample Cabin Crew Medical Training Syllabus - UNIT Summary Presentation and Seminars

### **Reference Books:**

1. *Commercial Aviation Safety*: Alexander T. Wells, Clarence
2. *Commercial Aviation Safety 5/E*: Clarence Rodrigues,
3. *Aviation and Airport Security: Terrorism and Safety Concerns*
4. *Aviation and Airport Security: Terrorism and Safety Concerns*