



**PARUL UNIVERSITY**  
**DIPLOMA TEACHING SCHEME**  
**IN AVIATION MANAGEMENT 2021-2022**

SEMESTER 1						Internal Marks			External Marks		Passing Marks (Theory + CE)	Passing Marks (Practical)	Total Marks
Code	Subject	Credit	Lect	Prac	Tut	T	P	CE	T	P	Int+Ext	Int+Ext	
21603101	English Speaking & Interview Skills	4	3	-	1	20	-	20	60	-	40	-	100
21603102	Hospitality Organizational Management	4	3	-	1	20	-	20	60	-	40	-	100
21603103	Introduction to Travel & Tourism Industry	4	3	-	1	20	-	20	60	-	40	-	100
21603104	Business Computing	3	2	2	-	20	20	20	60	30	40	25	150
21603105	First Aid	5	3	4	-	20	20	20	60	30	40	25	150
21603106	Introduction to Aviation Management	5	3	4	-	20	20	20	60	30	40	25	150
		<b>25</b>	<b>17</b>	<b>10</b>	<b>3</b>								<b>750</b>

Lect-Lecture, Tut-Tutorial, Pract. - Practical, T-Theory, P-Practical, CE-Continuous Evaluation

SEMESTER 2						Internal Marks			External Marks		Passing Marks (Theory + CE)	Passing Marks (Practical)	Total Marks
Code	Subject	Credit	Lect.	Pract.	Tut	T	P	CE	T	P	Int.+Ext	Int.+Ext.	
21603151	Airfare & Ticketing and Customer Service	5	3	4	-	20	20	20	60	30	40	25	150
21603152	Aviation Safety & Security Management	4	3	2	-	20	20	20	60	30	40	25	150
21603153	Air Hostess & Airport Management	4	3	2	-	20	20	20	60	30	40	25	150
21603154	In-Flight Services	4	3	2	-	20	20	20	60	30	40	25	150
21603155	Grooming & Personality Development	4	3	2	-	20	20	20	60	30	40	25	150
21603156	Crew Resource Management	4	3	2	-	20	20	20	60	30	40	25	150
		<b>25</b>	<b>18</b>	<b>14</b>	<b>-</b>								<b>900</b>

Lect-Lecture, Tut-Tutorial, Pract. - Practical, T-Theory, P-Practical, CE-Continuous Evaluation

**PARUL UNIVERSITY, VADODARA, GUJARAT**  
**SYLLABUS OF 1-YEAR DIPLOMA IN AVIATION MANAGEMENT**  
**PROGRAMME**

(w.e.f. Academic Session 2021-22)

**Semester – I**

**Type of Course: English Speaking & Interview Skills**

**Prerequisite:** The student studying this course should be able to read study and write the basics of English as a language.

**Rationale:** The program provides details of about

- (1) Defining the role of the English Professionals
- (2) To communicate in the language with fluency
- (3) Read write and speak and listen with no hazards

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
3	-	1	4	20	-	20	60	-	100

Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<b>Grammar and Vocabulary:</b> Tenses <b>Vocabulary:</b> Word Formation, vocabulary related to Industry: Dealing with incoming calls, Customer/Passenger information, taking information, dealing with booking enquiries, Welcoming guest's customers/ passengers, know your region, explaining travel options, Giving directions.	10	18%
Unit 2.	<b>Introduction to listening:</b> (a) Definition of listening (b) Listening skills (c) Strategies of listening (d) Listening v/s hearing (e) Barriers to listening (f) Listening in the workplace	9	15%
Unit 3.	<b>Introduction to speaking</b> (a) English (b) Received pronunciation (c) Classification of English sounds – Vowels (d) Speaking as a skill	10	11%

Unit 4.	<b>Introduction to reading</b> (a) The reading process (b) Reading and meaning (c) Methods to improve reading (d) Strengthen the vocabulary (e) Professional attire (f) Impressions at an interview	9	18%
Unit 5.	<b>Introduction to writing</b> (a) Writing process Paraphrasing the sentence (b) Preparations for interview panel (c) Interview Etiquettes (d) Resume building	9	15%
	<b>Total</b>	<b>45</b>	<b>100%</b>

**Recommended Books:**

- (1) The Elements of Style – William Strunk/E.B. White
- (2) The Quick and Easy Way to Effective Speaking – Dale Carnegie
- (3) Key to High School English Grammar and Composition - Book by H. Martin, N D V PRASADA RAO, and P. C. Wren
- (4) Just Listen: Discover the Secret to Getting Through to Absolutely Anyone – Mark Goulston
- (5) Oxford Practice Grammar Advanced – George Yule

**Learning Outcome:**

- (1) Student will be well-versed with English as a language
- (2) Fluency with the communication of English
- (3) Knowledge about the tenses and Grammar

**Type of Course: Hospitality Organizational Management****Prerequisite:** Student should be able to communicate in English language.**Rationale:** The program provides details of about

- (1) Hospitality Management focuses on the application of management principles in the field of hospitality.
- (2) Different concepts of hospitality management such as leadership management, operations management, project management and business strategy.
- (3) Entrepreneurship in hospitality business strategy, tourism and event management.  
Implementation of theories and strategies related to business.

**L-**Lectures; **T-** Tutorial; **P-** Practical; **C.E.** -Continuous Evaluation

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
3	-	1	4	20	-	20	60	-	100

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<b>Concept of Hospitality Organizational Management</b> (a) Individual Differences (b) Intelligence (c) Personality	9	20%
Unit 2.	<b>Perception:</b> (a) Motivation and Content Theories of Motivation (b) Process Theories of Motivation (c) Contemporary Theories of Motivation (d) Financial and Non-Financial Motivation	9	20%
Unit3.	<b>Concept of Job Satisfaction:</b> (a) Concept of Job Design (b) Morale and its implications on Productivity (c) Attitudes	8	18%
Unit 4.	<b>Organizations:</b> (a) Groups in Organisations (b) Experiment on Human Relations (c) Conflicts	9	20%
Unit 5.	<b>Communication in Hospitality Industry</b> (a) Organizational Development intervention (b) Counselling and Guidance	10	22%
	<b>Total</b>	<b>45</b>	<b>100%</b>

**Recommended Books:**

- (1) Principals of Management for the Hospitality Industry – Dana V Tesone
- (2) Service Management Principles for Hospitality and Tourism –David Solnet& Jay Kandampully

- (3) Sustainability in the Hospitality Industry: Principles of Sustainable Operations - Department of Recreation Park and Tourism Studies Joseph S Chen, Philip Sloan, and Willy Legrand.
- (4) Managing Hospitality Organizations: Achieving Excellence in the Guest Experience – book by Michael Craig Sturman and Robert Clayton Faud.
- (5) Organizational Behaviour for the Hospitality Industry – Berger Florence

**Learning Outcome:**

- (1) Utilize interpersonal skills to lead/manage first-level employees in a hospitality setting.
- (2) Perform cost calculations and apply them to decision-making situations.
- (3) Evaluate safety and sanitation to maintain a safe and sanitary work environment.

**Type of Course: Introduction to Travel & Tourism****Prerequisite:** Student should be able to communicate in English language**Rationale:** The program provides details of about

- (1) Travel and Tourism Management is to provide competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions in the Travel and Tourism Industry.
- (2) The programme would attract students from all over the world, giving them the highest quality academic and practical learning.
- (3) Students are taught to identify the tourism industry's unique features and understand the environmental hazards that have become a part of the tourism industry globally.

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
3	-	1	4	20	-	20	60	-	100

L-Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<b>Introduction to Tourism Management:</b> (a) Components of Tourism, (b) Geographic Components of Tourism, \ (c) Motivation for Travel, (d) Elements of Tourism; (e) Principles of Tourism.	09	20%
Unit 2.	<b>Tours &amp; Travels:</b> (a) Customer Services, career opportunities in Travel Trade, (b) Travel Insurance, (c) Travel Information Manual, Travel formalities: the passport and Visas, health certificates, Taxes, Custom and currencies.	08	18%
Unit 3.	<b>Organisation and management of the Travel Agency</b> (a) Travel Agency--main departments, (b) Ticketing and reservations.	10	22%
Unit 4.	<b>Managing Promotion, Public Relations.</b> (a) Promotion of new travel destination. (b) Maintenance of up-to-date travel information about domestic and international travel destinations.	09	20%
Unit 5.	<b>Organization, role and functions:</b> (a) Indian Association of Tour Operator (IATO) (b) Travel Agents Association of India (TAAI)	09	20%
	<b>Total</b>	<b>45</b>	<b>100%</b>

**Recommended Books:**

- (1) Travel and Tourism Management – Abu Barkat Ali
- (2) Travel and Tourism – Richard Sharpley
- (3) World Geography of Travel & Tourism: A Regional Approach – Alan A. Lew, Colin Michael Hall & Dallen Timothy.
- (4) Tourism Operations and Management - Textbook by Archana Biwal, Joshi Vandana, and S. Roday
- (5) Tourism: Principles and Practices - Textbook by Jitendra Mohan Mishra and Sampad Kumar Swain
- (6) Travel Connections: Tourism, Technology and Togetherness in a Mobile World - Book by Jennie Germann Molz
- (7) Travel and Tourism Public Relations - Book by Dennis Deuschl

**Learning Outcome:**

- (1) Understand fundamentals of tourism from the management, marketing and financial perspectives.
- (2) Understand the concepts of travel and tourism, the framework of the system, types and form of tourism as well as the impacts of tourism.

**Type of Course: Business Computing****Prerequisite:** Student should be able to communicate in English language.**Rationale:** The program provides details of about

- (1) To understand the Hardware, Software, types of Computers and their usage.
- (2) To understand Operating systems its types and applications.
- (3) To learn what is a computer program and how it works.

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
2	2	-	3	20	20	20	60	30	150

L- Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<b>Introduction to Computer system:</b> (a) Basic Computer Organization, (b) Differentiating between Data & Information (c) Types of Computers.	8	27%
Unit 2.	<b>Software:</b> (a) Various Types of Software (b) System Software Application Software (ready to use / Customized Software) (c) Compiler Software (d) Programming Language Software's.	7	23%
Unit3.	<b>Introduction to Windows Operating system:</b> (a) Windows architecture (b) Features (c) GUI (d) Security	7	23%
Unit 4.	<b>Introduction to programming:</b> (a) Writing Logic for Program/ Pseudo Code, Flowcharting. (b) Introduction to Programming Languages with examples in visual basic. (c) Introduction to Analysis / Accounting Software (d) SPSS/ Tally	8	27%
	<b>Total</b>	<b>30</b>	<b>100%</b>

**Practical's****INTRODUCTION TO MS- OFFICE:**

- (a) Microsoft Excel – Create a chart and show product prices comparison between 2018,2019, 2020
- (b) Microsoft Power Point- Make a PPT on any topic using MS Power Point
- (c) Microsoft Access- Create a table enter minimum 10 entries into it using MS Access
- (d) Networking Basics Topologies – Create a report on types of topologies
- (e) Basics of Internet – Make a report on history of internet
- (f) Bandwidth Issuesm – Make a report on different kinds of cellular and network bands
- (g) E- mail – Create professional email and give example of formal, informal emails and auto generated emails
- (h) Risks and Protection of Networks – Write a brief on network security

**Recommended Books:**

- (1) Introduction to Computers, Peter Norton, TMH Publications, Seventh edition.
- (2) Computer Fundamentals, P.K. Sinha, Priti Sinha, BPB Publications, Fourth Edition
- (3) Business Computing: Arbeiten mit MS-Office und Internet (Springer-Lehrbuch)
- (4) The Future of Corporate Computing – By Harkins Paul Houston
- (5) Basics of Computer Application in Business by H N Tiwari and Hem Chand Jain, Taxmann Publications.

**Learning Outcome:**

- (1) Identify the basics of information technology and apply software applications to enhance efficiency of business functions.
- (2) Create effective oral and written business communications utilizing modern communication technologies.
- (3) Demonstrate knowledge of basic economic concepts and how they affect business.

**Type of Course: First Aid****Prerequisite:** Student should be able to communicate in English language.**Rationale:** The program provides details of about

- (1) This course is designed to help students develop and understanding of community emergencies and be able to render first aid services as and when need arises.
- (2) Upon completion of this course, the students will be able to demonstrate skills in rendering first aid in case of emergencies.

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
3	4	-	5	20	20	20	60	30	150

L- Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<b>Introduction to First Aid:</b> (a) Importance of First Aid (b) Golden Rules of First Aid and Quality of First Aider (c) Concept of Emergency	12	27%
Unit 2.	<b>First Aid in Emergency situation:</b> (a) Fire, Burns, Fractures, Accidents, Poisoning, Drowning, Haemorrhages, Insect Bites, Foreign Bodies. (b) Transportation of the Injured (c) Bandaging and Splinting	11	24%
Unit 3.	<b>Community, Emergencies and First Aid:</b> (a) Agencies: Local: Government and Non-government, National, International and Red Cross Society (b) Responsibility of the Workers in Calamities (c) Floods, Earthquakes, Cyclones: Steps to be taken	12	27%
Unit 4	<b>Situations &amp; their Reassurance</b> (a) Types of recovery positions (b) Types of shock (c) Child birth (d) Contents of First Aid Kit	10	22%
<b>Total</b>		<b>45</b>	<b>100%</b>

**Practical's****Basic life saving techniques**

- (a) CPR
- (b) Role play for CPR
- (c) Stages of Epilepsy
- (d) Basic of DR.ABC
- (e) Chocking
- (f) Bandages
- (g) Treating different types of Strokes

**Recommended Books:**

- (1) TK Indrani, "First Aid for Nurses". New Delhi, Jaypee Brothers, Medical Publishers (P) Ltd.
- (2) Dr. Shashank V. Parulekar, "First Aid", Mumbai, Vora Medical publications.
- (3) The Illustrated First Aid – Angus Macvier
- (4) Community Care First Aid – Dynamic Health Systems
- (5) First Aid – American Red Cross
- (6) First Aid, Survival & CPR – Shirley A Jones

**Learning Outcome:**

- (1) In-Depth knowledge about basic lifesaving skills.
- (2) Basics of a first aider.

**Type of course: Introduction to Aviation****Prerequisite:** Student should be able to communicate in English language.**Rationale:** The program provides details of about

- (1)It would provide the in-depth knowledge of the Aviation industry.
- (2)Through this course, the students can learn airport planning, passenger forecasting, airport security, fire safety, etc.
- (3)This course will help them understand the business, recognize and solve the problems that may arise with the changing scenarios in the aviation industry.

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
3	4	-	5	20	20	20	60	30	150

L- Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<b>History of Aviation:</b> (a) The Evolution of Aviation (b) Growth Drivers - Issues and Challenges (c) Global Aviation Industry (d) Aviation Industry in India (e) An Overview - Aircraft Types and Structures - Aircraft Manufacturers	12	27%
Unit 2.	<b>World Airlines and Airports, world Aviation bodies:</b> (a) Airports - Civil, Military (b) Domestic/International (c) Passenger/Cargo Terminals (d) World Airlines (e) World's Major Airports (f) IATA / ICAO - National Aviation Authorities & Role of State and Central Governments (g) Airports Authority of India	12	27%
Unit 3.	<b>Aviation in General</b> (a)Layout of an Airport & Ground Handling (b)Airport & Aircraft Security (c)Managerial Operations (d)Airline Catering (e)Various Bodies 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.	10	22%

Unit 4.	<b>Airport handling:</b> (a) Airport Services (b) Standard Operations (c) Ramp Services & Airside Safety (d) Freight Warehouse Management & Airline Terminal Management (e) Flight Information Counter/Reservation and Ticketing-Check In/Issue of Boarding Pass-Customs and Immigration Formalities-Co-ordination-Security Clearance-Baggage.	11	24%
	<b>Total</b>	<b>45</b>	<b>100%</b>

### Practical's

#### MANAGEMENT AT AIRPORTS

- (a) Various Crisis at Airport
- (b) SOP for Bomb Threat for Airport
- (c) Mitigating Hijack Crisis Situation
- (d) Response to Acts of Unlawful Interference: Developing Plans
- (e) Layout of an Airport & Ground Handling
- (f) Ramp Services & Airside Safety
- (g) SOP Bomb Threat for Aircraft

#### Recommended Books:

- (1) Commercial Aviation 101 – Grey Garden
- (2) The Global commercial Aviation Industry
- (3) Aviation Maintenance Management – Harry A. Kinnison – McGraw Hill
- (4) Come Fly the World: The Jet-Age Story of the Women of Pan Am - Julia Cooke
- (5) Airplane Flying Handbook, 2004 - Federal Aviation Administration
- (6) Commercial Aviation-An Insider's Story - Book by LeRoy Paine
- (7) Airline: Style at 30,000 Feet - Book by Keith Lovegrove

#### Learning Outcome:

- (1) Student will have knowledge of the Aviation industry
- (2) One can find a wide range of job opportunities which have increased with more development in the Aviation industry.
- (3)The programme creates skilled professionals in the field as Airport Manager, Program Manager, Airport Operations Manager.

**PARUL UNIVERSITY, VADODARA, GUJARAT**  
**SYLLABUS OF 1-YEAR DIPLOMA IN AVIATION MANAGEMENT**  
**PROGRAMME**  
**(w.e.f. Academic Session 2021-22)**

**Semester – II**

**Type of Course: Airfare & Ticketing & Customer Service Management**

**Prerequisite:** Student should be able to communicate in English language

**Rationale:** The program provides details of about

- (1) The program provides with the in-depth exposure and knowledge about handling and solving the queries of customers and passengers.
- (2) The course provides great career exposure to the aviation industry. This is basic knowledge in the field further as students will get the experience they could be promoted in the higher positions.

<b>Teaching Scheme (Hrs/Week)</b>									
<b>L</b>	<b>P</b>	<b>T</b>	<b>Credit</b>	<b>Internal</b>			<b>External</b>		
				<b>Theory</b>	<b>Practical</b>	<b>CE</b>	<b>Theory</b>	<b>Practical</b>	<b>Total</b>
<b>3</b>	<b>4</b>	<b>-</b>	<b>5</b>	<b>20</b>	<b>20</b>	<b>20</b>	<b>60</b>	<b>30</b>	<b>150</b>

L- Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

<b>Sr. No.</b>	<b>Topic</b>	<b>Teaching hrs</b>	<b>Weightage</b>
Unit 1.	<b>Concept of Air Ticketing:</b> (a) One Way and Return Trip, Circle trip journey, open jaw, add-on, mixed class journey (b) HIP check, Back Haul Minimum Check (BHC) (c) CTM check Indirect Travel Limitation (d) Around the world fare, special fares	9	20%
Unit 2.	<b>Fundamental of Air Ticketing:</b> (a) Airline & Airport codes (b) Fare construction rules and policies (c) Elementary location & Geography	9	20%
Unit 3.	<b>Handling of Customers:</b> (a) Nature of customer service (b) Monitoring of complaints and compliments (c) Role of customer service representatives.	10	22%
Unit 4.	(a) Tourism Products & Travel Agency (b) Travel Partners (c) Boarding and Lodging houses	8	18%

Unit 5.	(a) Currency Fluctuations (b) Facilities & Services provider (c) Air ticketing Hazard and Physiology (d) Passenger behaviours.	9	20%
	<b>Total</b>	<b>45</b>	<b>100%</b>

**Practical's**

**Galileo / Amadeus Software**

**Recommended Books:**

- (1) Flight reservation and airline ticketing – Jitendra K Sharma
- (2) Airfares and ticketing – Doris S Davidoff & Philip S Davidoff
- (3) Voice of Customer- Dr. John Anton
- (4) Customer support – Donna Knapp

**Learning Outcome:**

- (1) Understand fundamentals of travel and Air ticketing from the management, marketing and financial perspectives.
- (2) Understand the concepts of Air ticketing, the framework of the system, types and form of tourism as well as the impacts of Air ticketing

**Type of Course: Aviation Safety and Security Management****Prerequisite:** Student should be able to communicate in English language.**Rationale:** The program provides details of about

- (1) The result on the completion of this program will be the students will be educated on the safety procedures of the airport safety and security.
- (2) This program will give the students in-depth knowledge about the importance of the safety and security at the airports.

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
3	2	-	4	20	20	20	60	30	150

L- Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<b>Airport Security–I</b> (a) Airport Safety– Introduction (b) Air side security procedures (c) Safety cultures in Airline. (d) Threat and Error Management (TEM)	12	27%
Unit 2.	<b>Airport Security–II:</b> (a) Airport Security– Introduction (b) Airport security programme (c) Airport Security Measures	12	27%
Unit 3.	<b>Physical Security for the Aviation Environment:</b> (a) Introduction Intrusion detection system (b) Determining total security system cost	11	24%
Unit 4	<b>Airport Aircraft Emergencies:</b> (a) Types of emergencies (b) Level of protection required	10	22%
	<b>Total</b>	<b>45</b>	<b>100%</b>

**Practical's****Airport Emergencies Response and Noise Control:**

- (a) Terrorism – bomb threats, hijacking, hostage situation
- (b) Functions of Aerodrome committee
- (c) Protecting Public Air transportation
- (d) Frisking of Passengers
- (e) Screening of Luggage
- (f) Secondary Ladder Point Check

**Recommended Books:**

- (1) Aviation and airport security: Terrorism and safety concerns, second edition – Kathleen Sweet
- (2) Airport, aircraft and airline security, second edition – Unknown Author
- (3) Aviation Safety & Security – Stefen J Wright
- (4) Commercial Aviation Safety – Alexander T Wells
- (5) The Human Factor in Aircraft Accidents – David Beaty
- (6) Aircraft Safety – Shari Stamford Krause

**Learning Outcome:**

- (1) To keep passengers and flight crew safe while flying, Safety always comes first.
- (2) Importance of the Aviation safety as is important because there are lives involved in every operation of aircraft.

**Type of Course: Air Hostess & Airport Management****Prerequisite:** Student has to be 12th grade pass from any board any stream.**Rationale:** The program provides details of about

- (1) The outcome of the program will educate the students in regards to the training of cabin crew.
- (2) Students will have in-depth knowledge about the duties and responsibilities of a Flight Attendant

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
3	2	-	4	20	20	20	60	30	150

L- Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<b>Introduction about Cabin Crew:</b> (a) Duties and responsibilities about a Flight Attendant (b) Familiarization of Cabin Crew safety procedure	11	24%
Unit 2.	<b>General Duties:</b> (a) Handling of CIP, VIP & VVIP Passengers (b) Handling of Stretcher Passengers (c) Ramp Handling Procedure.	10	22%
Unit 3.	<b>Technicalities:</b> (a) SOP (Standard Operating Procedure) Domestic (b) SOP (Standard Operating Procedure) International (c) Safety and security on-board an aircraft (d) Practical training about emergency procedures	12	27%
Unit 4.	<b>Introduction to airport functions:</b> (a) Measures to Overcome the Barriers of airport functions. Passenger handling procedure, reservations, check-in procedure. (b) Boarding gate procedure (c) Layout of an Airport & Ground Handling	12	27%
	<b>Total</b>	<b>45</b>	<b>100%</b>

Practical's
<b>Data on Incidents / Accidents:</b>
(a) Human Performance Analysis (b) Communication: A Relevant factor in Aviation Safety (c) FDTL (Flight duty time limitation) (d) Customs clearance procedure international (e) Fire drill (f) Mock Evacuation drill

**Recommended Books:**

- (1) The Cabin Crew interview made easy: The inside scoop: Book 1 –Caitlyn Rogers
- (2) The ultimate guide to the Cabin Crew interview: Gain your wings with style –Unknown author
- (3) How to become a successful Air Hostess (Alternative careers Series book 5) –Tom Prince
- (4) How to Become an Air Hostess and Make A Successful Career: Featuring Mock Interview –  
Martin Salter
- (5) The Essential Guide to Becoming a Flight Attendant – Kiki Ward

**Learning Outcome:**

- (1) This program helps you move into mid or senior management roles in Aviation and related industries
- (2) Move from other industries to the ever-growing Aviation industry.

**Type of Course: In-Flight Services****Prerequisite:** Student should be able to communicate in English language.**Rationale:** The program provides details of about

(1)The end result of this program is going to be the expertise in the field of Aviation In-Flight services.

(2)Plunged knowledge about the meal services served on-board a flight domestic and international.

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
3	2	-	4	20	20	20	60	30	150

L- Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<b>Introduction to In-Flight services on-board an aircraft:</b> (a) Developing passengers service skills for First/Elite and economy class (b) Duties and responsibilities of In-Flight Supervisor	12	27%
Unit 2.	<b>Preparation for pre-flight departure of meals:</b> (a) Taking handover procedure of meals (b) Hi-lift of meals and non-perishable snacks (c) Documentation for uploading of meals (d) Take-over of buy on-board products	10	22%
Unit 3.	<b>Cabin Meal Preparation</b> (a) After take- off preparation of beverage trolley (b) Zone procedure of serving meals (c) Heating of meals procedure	12	27%
Unit 4.	<b>Meal Service Procedure</b> (a) Gastronomy I (b) Reviewing E/Y, J/C, F/C, service procedures (c) Offer excellent in-flight customer service	11	24%
	<b>Total</b>	<b>45</b>	<b>100%</b>

Practical's
(a) First class, Business class, Economy class service layout (b) Setting up of first and Business class tray setup (c) Cutlery layout for First and Elite class meal service (d) Serving procedure for first and business class passengers

**Recommended Books:**

- (1) Introduction to airline in-flight service – Colin C Law
- (2) The language of Air travel in English, in-flight services – Unknown author
- (3) Flight Catering – Michael Kipps

**Learning Outcome:**

- (1) In-depth knowledge about flight services of meals
- (2) Difference between First, Business and Economy class.

**Type of course: Grooming & Personality Development**

**Prerequisite:** Student should be able to communicate in English language.

**Rationale:** The program provides details of about

- (1) Shaping-up the personality as per the requirements of the hospitality industry.
- (2) Well-groomed and presentable at any point of time.
- (3) Opening up doors to the gateway of positive and extrovert personality.

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
3	2	-	4	20	20	20	60	30	150

L- Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<p><b>Introduction to Personality Development:</b></p> <p>(a) The concept personality- Dimensions of theories of Freud &amp; Erickson- personality – significant of personality development.</p> <p>(b) The concept of success and failure: What is success? Hurdles in achieving success - Overcoming hurdles Factors responsible for success</p> <p>(c) What is failure - Causes of failure.</p> <p>(d) SWOT analyses.</p>	10	22%
Unit 2.	<p><b>Attitude &amp; Motivation:</b></p> <p>(a) Attitude - Concept - Significance - Factors affecting attitudes –</p> <p>(b) Positive attitude - Advantages</p> <p>(c) Negative attitude - Disadvantages</p> <p>(d) Ways to develop positive attitude</p> <p>(e) Difference between personalities having positive and negative attitude.</p> <p>(f) Concept of motivation - Significance - Internal and external motives.</p> <p>(g) Importance of self-motivation- Factors leading to de-motivation</p>	9	20%
Unit 3.	<p><b>Self-Esteem:</b></p> <p>(a) Symptoms - Advantages - Do's and Don'ts to develop positive self-esteem</p> <p>(b) Low self-esteem - Symptoms</p> <p>(c) Personality having low self esteem</p> <p>(d) Positive and negative self-esteem</p> <p>(e) Interpersonal Relationships</p> <p>(f) Defining the difference between aggressive, submissive and assertive behaviours</p> <p>(g) Lateral thinking.</p>	8	18%

Unit 4	<b>Introduction to Grooming</b> (a) Personal Grooming (b) Personal Hygiene (c) Importance of Grooming (d) Qualities required (e) Types of skin (f) Basic skin care (g) Do's & Don'ts (h) Hair Care & Hairstyle	10	22%
Unit 5	<b>Professional make-up &amp; Attire</b> (a) Professional Attire for male and female (b) Fashion trends & personal style (c) Accessorising (d) Diet & Nutrition (e) Self confidence Enhancement Development of Business Interview Skills	8	18%
<b>Total</b>		<b>45</b>	<b>100%</b>

### Practical's

- (1) Resume building
- (2) The art of participating in Group Discussion
- (3) Acing the Personal (HR & Technical) Interview
- (4) Frequently Asked Questions - Psychometric Analysis
- (5) Mock Interview Sessions

### Recommended Books:

- (1) The Only Skill That Matters - Jonathan A. Levi
- (2) Personality Development and Soft Skills – Barun Mitra
- (3) Youngster's guide to personality development – S P Sharma
- (4) Atomic Habits: An Easy & Proven Way to Build Good Habits & Break Bad Ones - Book by James Clear
- (5) Think and Grow Rich - Book by Napoleon Hill
- (6) The Power of Positive Thinking - Book by Norman Vincent Peale
- (7) The Power of Now Journal - Book by Eckhart Tolle.
- (8) The Magic of Thinking Big - Book by David J. Schwartz.
- (9) Flow - Book by Mihaly Csikszentmihalyi.

### Learning Outcome:

- (1) Polishing manners to behave appropriately in social and professional circles.
- (2) Enhancing the ability to handle casual and formal situations in terms of personal grooming, dining and entertaining etiquette.
- (3) Developing and maintaining a positive attitude and being assertive.

**Type of course: Crew Resource Management**

**Prerequisite:** Students will have the ability to develop themselves in a professional well-groomed posture and to maintain the decorum.

**Rationale:** The program provides details of about

- (1) Shaping-up the personality as per the requirements of the hospitality industry.
- (2) Well-groomed and presentable at any point of time.
- (3) Opening up doors to the gateway of positive and extrovert personality.

Teaching Scheme (Hrs/Week)									
L	P	T	Credit	Internal			External		
				Theory	Practical	CE	Theory	Practical	Total
3	2	-	4	20	20	20	60	30	150

L- Lectures; T- Tutorial; P- Practical; C.E. -Continuous Evaluation

Theory Passing %: 40 Practical Passing %: 50

Sr. No.	Topic	Teaching hrs	Weightage
Unit 1.	<b>Introduction To CRM</b> (a) Personality Types based on Multiple Intelligences and DISC Utilizing resources for difficult situations (b) Leadership and Teamwork Using innate reflexes to handle emergencies Conflict Resolution and Negotiation Decision making Air Traffic Services Familiarisation	12	27%
Unit 2.	<b>Hurdles to CRM</b> (a) Barriers to Communication (b) Major countries around the world Understanding personality types Cultural Differences and Human Factors (c) Enhancing free flow of communication between crew Communication based on cultural differences members and passengers. (d) Crew resource management	11	24%
Unit 3.	<b>(a) Interactive Skills</b> (b) Team Building Business Communication w.r.t. to all four-language skills (c) Handling communication between crew members (d) Communicating with passengers.	10	22%
Unit 4	<b>CRM Behavioural Skills</b> (a) CRM Assessment (b) CRM Effectiveness (c) CRM Safety Management (d) Human Factor Knowledge	12	27%
	<b>Total</b>	<b>45</b>	<b>100%</b>

<b>Practical's</b>
<b>Crew Personal Management</b>
(a) Personal safety and security while travelling & in the hotel (b) Site seeing or staying out of the hotel (c) Hotel Checking procedure (d) How to avoid misuse of hotel property (e) Managing Forex (f) International travelling of dos and don'ts (g) Personal etiquette including dining and conducting oneself in hotels, airports and other places.

**Recommended Books**

- (1) The Only Skill That Matters - Jonathan A. Levi
- (2) Personality Development and Soft Skills – Barun Mitra
- (3) Youngster's guide to personality development – S P Sharma
- (4) Crew Resource Management

**Learning Outcome:**

- (1) Overcoming the fear of non-interaction ability.
- (2) Able to role model CRM Skills.
- (3) Able to facilitate reasonably well. (CRM Skills)