

# ALAGAPPA UNIVERSITY

(Accredited with A+ Grade by NAAC (CGPA: 3.64) in the Third Cycle), Graded  
as Category-I University and granted autonomy by MHRD-UGC)

## DIRECTORATE OF COLLABORATIVE PROGRAMMES



### **Diploma in Cabin Crew**

Regulations and Syllabus

[For those who join the Course in July 2023 and after]

CHOICE BASED CREDIT SYSTEM

## GENERAL INSTRUCTIONS AND REGULATIONS

**Diploma in Cabin Crew** conducted by Alagappa University, Karaikudi, Tamil Nadu through its Collaborative Institution.

### **1. Eligibility:**

A Pass in the Higher Secondary Examination (HSC) or an examination accepted as equivalent there to by the Syndicate. Candidate for admission to the diploma shall be required to have passed qualifying examination with any specialisation.

### **2. Admission:**

Admission is based on the marks in the qualifying examination.

### **3. Duration of the course:**

The course shall extend over a period of **One year** under Semester pattern

### **4. Standard of Passing and Award of Division:**

- a. Students shall have a minimum of 40% of total marks of the University examinations in each subject. The overall passing minimum is 40% both in external and aggregate of Continuous Internal Assessment and external in each subject.
- b. The minimum marks for passing in each theory / Lab course shall be 40% of the marks prescribed for the paper / lab.
- c. A candidate who secures 40% or more marks but less than 50% of the aggregate marks prescribed for three years taken together, shall be awarded **THIRD CLASS**.
- d. A candidate who secures 50% or more marks but less than 60% of the aggregate marks prescribed for three years taken together, shall be awarded **SECOND CLASS**.
- e. A candidate who secures 60% or more of the aggregate marks prescribed for three years taken together, shall be awarded **FIRST CLASS**.
- f. The Practical / Project shall be assessed by the two examiners, by an internal examiner and an external examiner.

### **5. Continuous internal Assessment:**

- a. Continuous Internal Assessment for each paper shall be by means of Written Tests, Assignments, Class tests and Seminars
- b. **25 marks** allotted for the Continuous Internal assessment is distributed for Written Test, Assignment, Class test and Seminars.
- c. One Internal Tests of 2 hours duration may be conducted during the semester for each course / subject and the best marks may be considered and one Model Examination will be conducted at the end of the semester prior to University examination. Students may be asked to submit at least five assignments in each subject. They should also participate in Seminars conducted for each subject and marks allocated accordingly.
- d. Conduct of the continuous internal assessment shall be the responsibility of the concerned faculty.
- e. The continuous internal assessment marks are to be submitted to the University at the end of every year.
- f. The valued answer papers/assignments should be given to the students after the valuation is over and they should be asked to check up and satisfy themselves about the marks they have scored.

- g. All mark lists and other records connected with the continuous internal assessments should be in the safe custody of the institution for at least one year after the assessment.

#### **6. Attendance:**

Students must have earned 75% of attendance in each course to appear for the examination. Students who have earned 74% to 70% of attendance to be applied for condonation in the prescribed form with the prescribed fee.

Students who have earned 69% to 60% of attendance to be applied for condonation in the prescribed form with the prescribed fee along with the medical certificate.

Students who have below 60% of attendance are not eligible to appear for the examination. They shall re-do the semester(s) after completion of the programme.

#### **7. Examination:**

Candidates must complete course duration to appear for the university examination. Examination will be conducted with concurrence of Controller of Examinations as per the Alagappa University regulations. **Universities may send representatives as the observer during examinations.** University Examination will be held at the end of each semester for a duration of 3 hours for each subject. Certificates will be issued as per the AU regulations. **Hall tickets will be issued to the 1<sup>st</sup> year candidates and upon submission of the list of enrolled students along with the prescribed course fee subsequent 2<sup>nd</sup> and 3<sup>rd</sup> year hall tickets will be issued.**

#### **8. Miscellaneous**

- a. Each student possesses the prescribed text books for the subject and the workshop tools as required for theory and practical classes.
- b. Each student is issued with an identity card by the University to identify his / her admission to the course
- c. Students are provided library and internet facilities for development of their studies.
- d. Students are to maintain the record of practicals conducted in the respective laboratory in a separate Practical Record Book and the same will have to be presented for review by the University examiner.
- e. Students who successfully complete the course within the stipulated period will be awarded the degree by the University.
- f. The Internship / Project (any other viva-voce) where an external examiner is assigned from the university, there may be changes in the exam dates as per the availability of the External Examiner.

#### **9. Fee structure**

Course fee shall be as prescribed by the University and 50% of the course fee should be disbursed to University. Special fees and other fees shall be as prescribed by the Institution and the fees structure must be intimated to the University. Course fees should be only by Demand draft / NEFT and AU has the right to revise the fees accordingly.

## DIPLOMA IN CABIN CREW

Sem	Sub code	Courses	Title	T/P	Credits	Hrs/Week	Int. Marks	Ext. Marks	Total Marks
I	84411	<b>CC I</b>	Introduction to Aviation Industry	T	4	5	25	75	100
	84412	<b>CC II</b>	Cabin Crew Profession	T	4	5	25	75	100
	84413	<b>CC III</b>	Corporate Communicative Skills	P	5	10	25	75	100
	84414	<b>CC IV</b>	Computer Applications	P	5	10	25	75	100
<b>Total</b>					<b>18</b>	<b>30</b>	<b>100</b>	<b>300</b>	<b>400</b>
II	84421	<b>CC V</b>	Aviation Safety Management	T	4	5	25	75	100
	84422	<b>CC VI</b>	Airport Operations and Air Catering	T	4	5	25	75	100
	84423	<b>CC VII</b>	Personality Development Practices	P	5	10	25	75	100
	84424	<b>CC VIII</b>	Internship training program	I	5	10	25	75	100
<b>Total</b>					<b>18</b>	<b>30</b>	<b>100</b>	<b>300</b>	<b>400</b>
<b>Grand Total</b>					<b>36</b>	<b>60</b>	<b>200</b>	<b>600</b>	<b>800</b>

**SEMESTER -I**  
**CORE COURSE – THEORY - I**

<b>Subject Code:</b> 84411	<b>INTRODUCTION TO AVIATION INDUSTRY</b>	<b>L T P C</b> <b>5 0 0 4</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>➤ To earn the knowledge about Aviation Industry-History</li> <li>➤ To understand about the Aviation Organisations and Indian Aviation Industry</li> <li>➤ To learn about Airport infrastructure and planning</li> <li>➤ To grasp the significance of Air transportation</li> </ul>		
<b>UNIT- 1</b>	<b>History of Aviation</b> Introduction to the Aviation Industry - Types of Aviation - Airlines, Types of Charters – Low Cost Carrier – Evolution of Aviation – Revolution – Aviation Organisations – IATA, ICAO, FAA – Freedom of Air – Bi-lateral Agreement – Conventions – About Airlines & Airports – Aviation Phonetics – Airlines and Airport Codes	
<b>UNIT- 2</b>	<b>Indian Aviation</b> Introduction to the Indian Aviation Industry – Ministry of Civil Aviation – DGCA – CISF – BCAS – Low Cost Carrier in India – Future of Indian Civil Aviation.	
<b>UNIT- 3</b>	<b>Air Travel Terminology</b> Commercial aviation Terminology – Special Service Requirement codes – Miscellaneous Abbreviations – Terms & Definitions.	
<b>UNIT- 4</b>	<b>Airport Infrastructure &amp; Planning</b> Airport management – Airport planning – Operational area and Terminal planning, design, and operation – Airport operations – Airport functions- Organization structure of Airports sectors – Airport Authorities – Global and Indian scenario of Airport management	
<b>UNIT- 5</b>	<b>Air Transportation</b> Aviation organization, Global, Social, and Ethical environment – Major players in Airline Industry – Market potential on Indian Airline Industry – Current Challenges in Airline Industry – Completion in Airline Industry.	
<b>COURSE OUTCOMES:</b>		
On successful completion of this course, the student will be able to;		<b>Knowledge Level</b>
<b>CO1</b>	To gain insight into the historical development of aviation and understand the Indian aviation landscape in a new light.	<b>L1</b>
<b>CO2</b>	To grasp the significance of international aviation governance through organisations like ICAO & IATA.	<b>L2</b>
<b>CO3</b>	To unravel about Airport Management and Operations.	<b>L2</b>
<b>CO4</b>	To understand about Major player and current challenges in aviation	<b>L5</b>
<b>CO5</b>	To learn about the Airport operational area, Organisation structure and Indian scenario of Airport Management.	<b>L3</b>
<b>TEXT BOOKS:</b>		
<ol style="list-style-type: none"> <li>1. Basic Airport Management, Dr. Arjun Singh (author), June 2022 (edition), Zorba Books</li> <li>2. Airline and Airport Operations, Edissa Uwayo (author), January 2016 (edition), Notion Press</li> </ol>		

**REFERENCE BOOKS:**

1. Airline Airport and Tourism Management, Dr. Sumeet Suseelan (author), August 2019 (edition), Notion Press
2. Airport Management, C. Daniel Prather (author), October 2015 (edition), Aviation Supplies & Academics Inc
3. Customer Relationship Management, Francis & Stan Maklan Buttle (authors), January 2019 (edition), T&F India
4. Business and Corporate Aviation Management, John J. Sheehan (author), May 2013 (edition), Mc Graw-Hill Professional

**Mapping Course Outcomes Vs Programme Outcomes**

CO/PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	3	1	1	2	2	2	2	1	1	1	1	1
CO2	3	1	1	2	2	2	2	1	1	1	1	1
CO3	2	1	1	2	2	2	2	1	1	1	1	1
CO4	2	2	1	2	2	2	2	2	1	1	1	1
CO5	2	2	1	2	2	2	2	2	1	1	1	1
W.AV	2.4	1.4	1	2	2	2	2	1.4	1	1	1	1

S –Strong (3), M- Medium (2), L - Low (1)

**Mapping Course Outcomes Vs Programme Specific Outcomes**

CO/PSO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	2	2	1	1	1
CO2	2	2	1	1	1
CO3	2	1	2	2	1
CO4	2	2	2	1	1
CO5	2	2	1	2	2
W.AV	2	1.8	1.4	1.4	1.2

S –Strong (3), M- Medium (2), L - Low (1)

**SEMESTER -I**  
**CORE COURSE – THEORY - II**

<b>Subject Code:</b> 84412	<b>CABIN CREW PROFESSION</b>	<b>L T P C</b> <b>5 0 0 4</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>➤ To earn the knowledge about the Cabin Crew Profession.</li> <li>➤ To understand about the In flight Services in aircrafts</li> <li>➤ To learn about the Air Catering, and Customer Support</li> <li>➤ To evaluate the risk management</li> </ul>		
<b>UNIT- 1</b>	<b>Crew Profession</b> Introduction to Cabin Crew Profession – History & Origin of Profession – Key Historical Milestones – A Day in the life of a crew member – A day in the life – Benefits and Challenges of the Cabin Crew Profession.	
<b>UNIT- 2</b>	<b>Cabin crew Living lifestyle</b> Cabin crew living lifestyle – Nutrition – Grooming practices – Personal Hygiene – Hair and Hairstyles – Make-up & Cosmetics – Jewellery – Eyewear – Ethic mannerism – life style as cabin crew - Greeting the passenger – Announcements / Briefing – Nature of Job – Servicing the food and beverages – Travel documents checking – Basics of telephone communication – Telephone etiquette	
<b>UNIT- 3</b>	<b>Risk Management</b> Personal health risk – Health risk links with travel and flying – work pressure – preflight briefing – preflight preparations – Boarding process – Preparing for take-off and landing – Time Management – Stress Management – Identifying factors responsible for stress	
<b>UNIT- 4</b>	<b>Roles &amp; Responsibilities</b> Roles, Duties and responsibilities of cabin crew – Transit in Travel – Handling information – Precautions – Handling emergency situations	
<b>UNIT- 5</b>	<b>In-Flight Services</b> Galley – Catering and Meal – Pre-Flight Service, Service After Take-Off, Pre-Landing and Post – Landing Service – Meal Service – Meal Codes – Alcoholic Service – Non-Alcoholic Service – Crockery and Cutlery – Waste Management	
<b>COURSE OUTCOMES:</b>		
On successful completion of this course, the student will be able to;		<b>Knowledge Level</b>
<b>CO1</b>	To know about the profession and nature of job of a cabin crew in aviation industry.	<b>CO1</b>
<b>CO2</b>	To comprehend how is the living life style of cabin crew.	<b>CO2</b>
<b>CO3</b>	To delve into the identification and analysis of Risk Management in this cabin crew profession.	<b>CO3</b>
<b>CO4</b>	To understand in detail about the roles and responsibility of a cabin crew.	<b>CO4</b>
<b>CO5</b>	To understand about all the in-flight services provided by a cabin crew.	<b>CO5</b>

**TEXT BOOKS:**

1. Introduction to Cabin Crew, Beverley Goodman (author), April 2015 (edition), Travel and Tourism Publishing Limited
2. Cabin Crew Safety Training Manual, ICAO (author),

**REFERENCE:**

1. How to become flight attendant, Kara Grand and Hicham Mouzoune (authors) , June 2020 (edition), Mouzoune hicham
2. How to Become Cabin Crew, Jessica Bond (author), May 2014 (edition), How2Become
3. The Caibn Crew Interview Made Easy, Caitlyn Rogers (author), November 2014 (edition), SpineBound Books
4. The Complete Flight Attendant Interview Work Book, Sasha Robinson (author), January 2012 (edition), Createspace

**WEBSITE LINK:**

1. [http://www.aviationchief.com/uploads/9/2/0/9/92098238/icao\\_doc\\_10002\\_-\\_cabin\\_crew\\_safety\\_training\\_manual\\_1.pdf](http://www.aviationchief.com/uploads/9/2/0/9/92098238/icao_doc_10002_-_cabin_crew_safety_training_manual_1.pdf)

**Mapping Course Outcomes Vs Programme Outcomes**

CO/PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	1	1	2	2	2	1	1	2	2	2	2	2
CO2	1	2	2	2	2	1	1	2	2	2	2	2
CO3	1	1	2	2	1	1	2	1	1	1	1	1
CO4	1	1	2	2	1	1	2	1	1	1	1	1
CO5	1	2	2	2	2	1	1	2	2	2	2	2
W.AV	1	1.4	2	2	1.6	1	1.4	1.6	1.6	1.6	1.6	1.6

S –Strong (3), M- Medium (2), L - Low (1)

**Mapping Course Outcomes Vs Programme Specific Outcomes**

CO/ PSO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	2	2	2	1	1
CO2	2	2	2	1	1
CO3	2	2	1	1	1
CO4	2	2	1	1	1
CO5	2	2	2	1	2
W.AV	2	2	1.6	1	1.2

S –Strong (3), M- Medium (2), L - Low (1)

**SEMESTER -I**

## CORE COURSE - PRACTICAL – I

<b>Subject Code:</b> 84413	<b>CORPORATE COMMUNICATIVE SKILLS</b>	<b>L T P C</b> 0 0 10 5
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>➤ To earn the knowledge about Corporate Communicative Skills to build communication</li> <li>➤ To understand about the communication process</li> <li>➤ To learn about the management communications</li> <li>➤ To implement the skills for career building</li> </ul>		
<b>UNIT- 1</b>	<b>Introduction:</b> Definition – Nature and Scope of Communication – Importance and Purpose of Communication – Evaluation of communication effectiveness – Frequency of communication – Main forms of Organizational communication	
<b>UNIT- 2</b>	<b>Communication Process:</b> Process of Communication - Elements of Communication – Types of Communication – Importance of Effectiveness in Communication	
<b>UNIT- 3</b>	<b>Management Communication:</b> Meaning – Importance of Management Communication – Role of union in communication – Introduction to Written Communication – Guidelines for effective writing – Formats of the contract proposals – Report writing – Sales report – Business report – Introduction to Oral Communication - Listening – Problems in listening – guide to effective listening – committees & meetings – Importance of good oral communication skill – Preparing agenda and Minutes of Meeting – Writing notices and memo – Group discussions – Drafting E-mail	
<b>UNIT- 4</b>	<b>Verbal and Non-Verbal Communication:</b> Main forms of written communication – Paragraph writing – Letter writing – Essay writing – Notices – Summarising – Note Making – Personal Appearance – Gesture – Postures – Facial Expression – Eye Contacts – Body Language(Kinesics) – Articles – Parts of speech – Importance of Silence – Tips for Improving Non-Verbal Communication	
<b>UNIT- 5</b>	<b>Communication as a Skill for Career Building:</b> Preparing a PowerPoint Presentation – Greeting and introducing – Presenting a Paper – Group Discussions – Qualities of a Good Leader – Leadership Styles – Decision Making – Intrapersonal skills – Interpersonal skills – Problem solving – Critical thinking – Negotiation skills – Resume preparation – Preparing for and Facing a Job Interview	
<b>COURSE OUTCOMES:</b>		
On successful completion of this course, the student will be able to;		<b>Knowledge Level</b>
<b>CO1</b>	To understand about the importance and purpose of communication	<b>CO1</b>
<b>CO2</b>	To know about the Process, Elements and Types of communication	<b>CO2</b>
<b>CO3</b>	To get knowledge about the Management communications which includes Written and Oral Communications	<b>CO3</b>
<b>CO4</b>	To grasp knowledge about Verbal and Non-Verbal communication and its importance	<b>CO4</b>
<b>CO5</b>	To know about the different communication skills and how it is useful for the career growth	<b>CO5</b>

**TEXT BOOKS:**

1. Essentials of Corporate Communications, Cees B.M. Van Riels and Charles J. Fombrun (authors)
2. Communicate in the Cabin 2: Effective English for Cabin Crew, Simon Cookson (author), September 2022 (edition), Independently Published

**REFERENCE:**

1. Corporate Communication Skills for Professionals, Satish Babu Bachu (author), September 2021 (edition), White Falcon Publishing
2. Business Communication, Meenakshi Raman, Prakash Singh (authors), August 2012 (edition), Oxford
3. Business Communication, Neha Anand Dr. R.Udhayakumar, Dr. Raghunath Singh, Dr. T. S. Rajeswari (authors), January 2023 (edition), Book Rivers
4. Corporate Communication, Pragyan Rath, K. Shalini, Debankita Ray (authors), January 2018, Cengage India Private Limited

**WEBSITE LINK:**

<https://asue.am/upload/files/asue/Essentials-of-Corporate-Communication-PDFDrive.com.pdf>

**Mapping Course Outcomes Vs Programme Outcomes**

CO/ PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	1	3	2	1	1	1	3	3	2	1	2	3
CO2	-	3	2	1	1	1	3	3	2	1	2	3
CO3	-	3	2	1	1	1	3	3	2	1	2	3
CO4	-	3	2	1	1	1	3	3	2	1	2	3
CO5	-	3	2	1	1	1	3	3	2	1	2	3
W.AV	0.2	3	2	1	1	1	3	3	2	1	2	3

S –Strong (3), M- Medium (2), L - Low (1)

**Mapping Course Outcomes Vs Programme Specific Outcomes**

CO/PSO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	2	1	3	1	1
CO2	1	1	2	1	1
CO3	1	2	1	1	1
CO4	1	1	1	1	1
CO5	1	1	1	1	1
W.AV	1.2	1.2	1.6	1	1

S –Strong (3), M- Medium (2), L - Low (1)

**SEMESTER -I**  
**CORE COURSE- PRACTICAL – II**

<b>Subject Code:</b> <b>844 14</b>	<b>COMPUTER APPLICATIONS</b>	<b>L T P C</b> <b>0 0 10 5</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>➤ To get knowledge about the Introduction to computer</li> <li>➤ To understand about the Computer hardware and software concepts and components</li> <li>➤ To learn about Microsoft Packages</li> <li>➤ To study about the basic Artificial Intelligence</li> </ul>		
<b>UNIT- 1</b>	<b>Computer Introduction:</b> Computer Introduction – Characteristics – history, generations, classifications, application of computer, hardware and software, operate systems, computer languages. Disk Operating System file, directory, changing the directory – creating a new directory – copying files – deleting files – changing filename – date and time – print.	
<b>UNIT- 2</b>	<b>MS Word:</b> Introduction to word - Editing a document – move and copy text and help system – formatting text & paragraph – finding & replacing text and spell checking – using tabs– enhancing documents – columns tables & other features – wizards using mail merge.	
<b>UNIT- 3</b>	<b>MS Excel:</b> Introduction of worksheet & excel, getting started with excel – editing cells and using commands and functions – moving and copying, inserting and deleting rows & columns – getting help and formatting a worksheet, printing the worksheet, creating charts.	
<b>UNIT- 4</b>	<b>MS Power Point:</b> Power Point basics editing text adding subordinate points - deleting slides - working in outline view - using design templates – adding graphs – adding organization charts – running an electronic slide show – adding special effects	
<b>UNIT- 5</b>	<b>Basics of Artificial Intelligence:</b> Foundation of AI – History of AI intelligent agents: Agents and Environments – Concept of rationality – The nature of environments – Structure of Agents – Problem solving agents – AI problems – Problem solving agents – Problem formulation	
<b>COURSE OUTCOMES:</b>		
On successful completion of this course, the student will be able to;		<b>Knowledge Level</b>
<b>CO1</b>	The student will understand the basic working of computers and hardware and softwares.	<b>CO1</b>
<b>CO2</b>	Students will come to know working with MS word.	<b>CO2</b>
<b>CO3</b>	To impart the knowledge of working with MS Excel.	<b>CO3</b>
<b>CO4</b>	Students will come to know working with MS Power point.	<b>CO4</b>
<b>CO5</b>	They will come to know the basic concept of Artificial Intelligence.	<b>CO5</b>
<b>TEXT BOOKS:</b>		
<ol style="list-style-type: none"> <li>1. Introduction to Computers, Peter Norton (author), January 2018 (edition), Chaukhamba Auriyantaliya</li> <li>2. Microsoft Office 2010, Bittu Kumar (author), January 2013 (edition), V&amp;S publishers</li> </ol>		
<b>REFERENCE:</b>		
<ol style="list-style-type: none"> <li>1. Basic Computer Course, Soumya Ranjan Behera (author), January 2019 (edition), Vasan Publications</li> <li>2. Basic Computer Course Book, Vikram Kumar Sharma (author), May 2022 (edition),</li> </ol>		

Notion Press

3. Artificial Intelligence: A Modern Approach, Russell & Norvig (authors), May 2022 (edition), Pearson Education
4. Artificial Intelligence for All: Transforming Every Aspect of Our Life, Utpal Chakraborty (author), February 2020 (edition), BPB Publications.

**WEBSITE LINK:**

1. <https://www.uc.edu/content/dam/uc/ce/docs/OLLI/Page%20Content/ARTIFICIAL%20INTELLIGENCEr.pdf>

**Mapping Course Outcomes Vs Programme Outcomes**

CO /PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	-	3	2	2	1	-	1	3	2	2	2	2
CO2	-	3	2	2	1	-	1	3	2	2	2	2
CO3	-	3	2	2	1	-	1	3	2	2	2	2
CO4	-	3	2	2	1	-	1	3	2	2	2	2
CO5	-	3	2	2	1	-	1	3	2	2	2	2
W.AV	-	3	2	2	1	-	1	3	2	2	2	2

**S –Strong (3), M- Medium (2), L - Low (1)**

**Mapping Course Outcomes Vs Programme Specific Outcomes**

CO/ PSO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	-	2	3	1	2
CO2	-	2	3	1	2
CO3	-	2	3	1	2
CO4	-	2	3	1	2
CO5	-	2	3	1	2
W.AV	-	2	3	1	2

**S –Strong (3), M- Medium (2), L - Low (1)**

**SEMESTER - II**  
**CORE COURSE – THEORY - III**

<b>Subject Code</b> <b>84421</b>	<b>AVIATION SAFETY MANAGEMENT</b>	<b>L T P C</b> <b>5 0 0 4</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>➤ To learn about the fundamentals of Aviation Safety</li> <li>➤ To understand about the Human Factors in Aviation Safety</li> <li>➤ To get knowledge about Aviation Safety Programs</li> <li>➤ To learn about the Aircraft Maintenance Safety</li> </ul>		
<b>UNIT- 1</b>	<b>Human Factors in Aviation safety:</b> Theory of Risk – Changing the behaviour of the risk takers – Attitudes – Discipline – Punishment – Protection of Safety – Motivating Safe Behaviour – Training involving human factors – Human Performance Concerns – Human Performance Factors.	
<b>UNIT- 2</b>	<b>Introduction:</b> Aviation safety – Meaning, Need, Economic of Aviation safety – Safety Vs Mission – Zero Accident Rate – Accident Causes – Multiple Vs Single Cause – Aircraft Accident – Aircraft Mishap – Aircraft Incident – Building Aviation Safety Program.	
<b>UNIT- 3</b>	<b>Aviation safety program elements:</b> Internal Reporting Systems – Information Distribution systems – Aviation Safety Committees – Aviation safety Inspection Programs – Aviation safety program evaluation– Flight operation safety inspection – Aviation safety education and training – Accident preparation and investigation.	
<b>UNIT- 4</b>	<b>Aircraft Maintenance Safety:</b> Aircraft Discrepancies – Delayed and Deferred Discrepancies – Training – Configuration control – Maintenance Engine Runs and Taxiing – Maintenance Test Flights – Maintenance Analysis – Maintenance Safety Programs – Maintenance Safety Inspections.	
<b>UNIT- 5</b>	<b>Airport Emergency:</b> Airport Certification Manual – Airport Emergency Plan – Airports / Heliports Criteria – Airport and Heliport Safety Inspections.	
<b>COURSE OUTCOMES:</b>		
On successful completion of this course, the student will be able to;		<b>Knowledge Level</b>
<b>CO1</b>	To gain insights into aviation safety management, accident and incident, building aviation safety program.	<b>CO1</b>
<b>CO2</b>	To understand the involvement of human factors in aviation safety.	<b>CO2</b>
<b>CO3</b>	To learn to know the Aviation safety program and internal reporting system.	<b>CO3</b>
<b>CO4</b>	To understand about the Aircraft maintenance safety regulations and appropriate inspections	<b>CO4</b>
<b>CO5</b>	To get knowledge about the airport emergence response plans initiated during any emergencies	<b>CO5</b>
<b>TEXT BOOK:</b>		
Safety Management Systems in Aviation, Alan J. Stolzer, John J. Goglia (authors), August 2015 (edition), Routledge		
<b>REFERENCE:</b>		
Safety Management Systems in Aviation, Alan J Stolzer, Robert L Sumwalt, John J Goglia (authors), April 2023 (edition), Routledge		
Safety Management Manual, ICAO (author), 2018 (edition), ICAO		

Aviation Risk and Safety Management, Roland Mullar, Andreas Wittmer, Christopher Drax (authors), April 2014 (edition), Springer Charm  
Aviation Safety Management Systems, Richard Yeun, Paul Bates, Patrick Murray (authors). 2017 (edition), Routledge

**WEBSITE LINK:**

[https://www.researchgate.net/publication/272407153\\_Aviation\\_safety\\_management\\_systems](https://www.researchgate.net/publication/272407153_Aviation_safety_management_systems)  
<https://skybrary.aero/sites/default/files/bookshelf/5863.pdf>

### Mapping Course Outcomes Vs Programme Outcomes

CO/PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	2	1	2	2	1	2	2	1	1	1	1	1
CO2	2	1	2	2	1	2	2	1	1	1	1	1
CO3	2	1	2	2	1	2	2	1	1	1	1	1
CO4	2	1	2	2	1	2	2	1	1	1	1	1
CO5	2	1	2	2	1	2	2	1	1	1	1	1
W.AV	2	1	2	2	1	2	2	1	1	1	1	1

S –Strong (3), M- Medium (2), L - Low (1)

### Mapping Course Outcomes Vs Programme Specific Outcomes

CO/ PSO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	2	2	1	1	1
CO2	2	2	1	1	1
CO3	2	2	1	1	2
CO4	2	2	1	1	1
CO5	2	2	1	1	1
W.AV	2	2	1	1	1.2

S –Strong (3), M- Medium (2), L - Low (1)

**SEMESTER - II**  
**CORE COURSE – THEORY – IV**

<b>Subject Code</b> <b>84422</b>	<b>AIRPORT OPERATIONS AND AIR CATERING</b>	<b>L T P C</b> <b>5 0 0 4</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>➤ To get basic knowledge about the history of aviation</li> <li>➤ To understand about the Indian Aviation and its growth track</li> <li>➤ To learn about the basics of Airline catering</li> </ul> <p style="padding-left: 40px;">To study about the CRM in Aviation</p>		
<b>UNIT- 1</b>	<p><b>History of Aviation:</b> Introduction to the Aviation Industry - Types of Aviation - Airlines, Types of Charters – Low Cost Carrier – Evolution of Aviation – Revolution – Aviation Organisations – IATA, ICAO, FAA – Freedom of Air – Bi-lateral Agreement – Conventions – About Airlines &amp; Airports – Aviation Phonetics – Airlines and Airport Codes - Introduction to the Indian Aviation Industry – Ministry of Civil Aviation – DGCA – AAI – CISF – BCAS – Low Cost Carrier in India – Business model practices of LCC – Future of Indian Civil Aviation.</p>	
<b>UNIT- 2</b>	<p><b>Airport Operations:</b> Airport – Types of Airport – Airport Customers and its types – Airport Costs – Airport Revenue – Air traffic services – Runway – Types of Runway – Declared Distances – Airport Signs, Markings &amp; Lightings – Ramp Services – Fuelling – Ground Support Equipment’s – Aircraft Load Planning – Weight &amp; Balance – Safety Regulation – Airport Emergency Response Plan – Bird Hazard Control – Aviation Noise – Noise Management – Foreign Object Damage</p>	
<b>UNIT- 3</b>	<p><b>Airline catering:</b> Introduction to Airline catering and food service – Aim &amp; objectives of cooking food – Caterers – Types of menus [Indian-continental]- Characteristics of raw materials – flavourings – seasonings – Masalas – spices &amp; herbs - Servicing of stock and soups – vegetables - egg preparation – sandwich and Meals – kitchen equipment’s and budgetary control – Galley and Equipment familiarization – Trolley – Pre Flight Galley check – Delivery and loading of catering services</p>	
<b>UNIT- 4</b>	<p><b>Customer Relationship Management:</b> Airport Check in Procedures – Travel Documents – Boarding Pass – Baggage Tag – Special Service arrangements – Handling Specialized and VIP passengers – Meet and Assist – Boarding Gate – Coordination with Ground staffs – Handling flight delays and Cancellations – Transit Passenger Handling – Handling of UMNR, Disabled, Wheel Chair, Stretcher passenger – Handling VIP and CIP passengers</p>	
<b>UNIT- 5</b>	<p><b>Inflight Servicing:</b> Security procedures in galley – Stock maintenance – Types and codes for special meals – Classification of beverages: Non-alcoholic and alcoholic – Meaning of tea – coffee – Aerated water – Mineral water – Nourishing drinks – Nature of servicing – Role &amp; Duties of servicing – Servicing methods &amp; discipline.</p>	
<b>COURSE OUTCOMES:</b>		
On successful completion of this course, the student will be able to;		<b>Knowledge Level</b>
<b>CO1</b>	To gain an overview on air transportation, airport and types of airport.	<b>CO1</b>
<b>CO2</b>	To understand about the evolution of Indian Aviation and its organisations.	<b>CO2</b>

<b>CO3</b>	To know about air catering and food services	<b>CO3</b>
<b>CO4</b>	To understand about the importance and handling procedure of passengers which is about customer relationship management.	<b>CO4</b>
<b>CO5</b>	To get basic knowledge about security procedures and nature of servicing in In-flight Servicing.	<b>CO5</b>

**TEXT BOOK:**

Airline and Airport Operations, Edissa Uwayo (author), January 2016 (edition), Notion Press

**REFERENCE:**

Airport Management, C. Daniel Prather (author), October 2015 (edition), Aviation Supplies & Academics Inc

Customer Relationship Management, Francis & Stan Maklan Buttle (authors), January 2019 (edition), T&F India

Airport Operations, Norman Ashford, Pierre Coutu, John Beasley (authors), December 2012 (edition), McGraw-Hill Education

Airline Catering Operating System, Jose Luis Bazaco Bustamante (author), May 2016, Createspace Independent Pub

**Mapping Course Outcomes Vs Programme Outcomes**

CO/PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	2	1	1	3	2	2	2	1	1	1	1	1
CO2	2	1	1	3	2	2	2	1	1	1	1	1
CO3	1	1	2	1	1	1	1	1	1	2	2	2
CO4	1	1	2	1	1	1	1	2	2	3	2	2
CO5	1	1	2	1	1	1	1	1	1	2	2	2
W.AV	1.4	1	1.4	1.8	1.4	1.4	1.4	1.2	1.2	1.8	1.6	1.6

S –Strong (3), M- Medium (2), L - Low (1)

**Mapping Course Outcomes Vs Programme Specific Outcomes**

CO/PSO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	2	2	2	1	1
CO2	2	2	2	1	1
CO3	2	1	2	1	1
CO4	1	1	2	1	1
CO5	2	1	2	1	1
W.AV	1.8	1.4	2	1	1

S –Strong (3), M- Medium (2), L - Low (1)

**SEMESTER - II**  
**CORE COURSE- PRACTICAL – III**

<b>Subject Code</b> <b>84423</b>	<b>PERSONALITY DEVELOPMENT PRACTICES</b>	<b>L T P C</b> <b>0 0 10 5</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>➤ To understand about the basic elements of Personality Development</li> <li>➤ To learn about Self Esteem and its importance</li> <li>➤ To study about Attitude and Motivation</li> <li>➤ To know how the importance and implementation of Body Language</li> </ul>		
<b>UNIT- 1</b>	<b>Introduction to Personality Development:</b> Personality defined – Elements of personality – Determinants of personality – SWOT analysis	
<b>UNIT- 2</b>	<b>Self Esteem:</b> Term self-esteem – Symptoms – Advantages – Do's and Don'ts to develop positive self-esteem – Low self – esteem – Symptoms – Personality having low self-esteem – Positive and negative self-esteem – Interpersonal Relationships – Defining the difference between aggressive, submissive and assertive behaviours – Lateral thinking.	
<b>UNIT- 3</b>	<b>Attitude &amp; Motivation:</b> Attitude – Concept – Significance – Factors affecting attitudes – Positive attitude – Advantages – Negative attitude – Disadvantages – Ways to develop positive attitude – Differences between personalities having positive and negative attitude – Concept of motivation – Significance – Internal and external motives – Importance of self- motivation – Factors leading to demotivation – Motivation redefined – External & Internal motivation – Difference between motivation and inspiration	
<b>UNIT- 4</b>	<b>Success:</b> Defining Success – Real or imagined obstacles to success – Qualities that make a person successful – Reasons for failure – Interpersonal skills – Dealing with seniors, colleagues, juniors and customers.	
<b>UNIT- 5</b>	<b>Body Language:</b> Understanding body language – positive body language – Different Gestures and its meaning – Causes of stress – Handling stress.	
<b>LIST OF EXPERIMENTS:</b>		
<ol style="list-style-type: none"> <li>1. Practice in Dimensions of Personality</li> <li>2. Practice of Overcoming Hurdles</li> <li>3. Practice of Positive Attitude</li> <li>4. Practice in Self-Motivation</li> <li>5. Practice in Critical Thinking</li> <li>6. Practice in various Body Language</li> <li>7. Practice in Different Gesture of Personality Development</li> <li>8. Practicing in the procedures for Problem Solving</li> <li>9. Practice in Differentiating the aggressive, Submissive and Assertive Behaviours</li> <li>10. Practice in Identifying the Root Cause of Failure</li> </ol>		
<b>COURSE OUTCOMES:</b>		
On successful completion of this course, the student will be able to;		<b>Knowledge Level</b>
<b>CO1</b>	To understand about the personality development and its elements.	<b>CO1</b>
<b>CO2</b>	To learn about the positive and negative term self-esteem also defining the different behaviours.	<b>CO2</b>
<b>CO3</b>	To grasp knowledge about the factors of attitude and motivation, also to understand about the importance of it in personality development	<b>CO3</b>
<b>CO4</b>	To know about the success and failures	<b>CO4</b>

<b>CO5</b>	To get knowledge about the importance of gestures and body language	<b>CO5</b>
<b>TEXT BOOKS:</b>		
Personality Development, D.P. Sabharwal (author), January 2021 (edition), Fingerprint Publishing The Power of A Positive Attitude: Your Road To Success, Roger Fritz (Author), Ph.D. Edited by Arthur R. Pell (Author), September 2019 (edition), Fingerprint Publishing		
<b>REFERENCE:</b>		
The Definitive Book of Body Language, Allan Pease and Barbara (authors), July 2004 (edition), Manjul Publishing House Pvt. Ltd The Dictionary of Body Language, Joe Navarro (author), August 2018, (edition), Harper Thorsons Tools for Success, William Walker Atkinson (author), December 2019 (edition), Fingerprint Publishing The Ulitmate Guide to Success, M.D. Julia Seton (author), June 2019 (edition), Fingerprint Publishing		
<b>WEBSITE LINK:</b>		
<a href="https://www.bharathuniv.ac.in/colleges1/downloads/courseware_ece/notes/BSS201%20-%20PERSONALITY.pdf">https://www.bharathuniv.ac.in/colleges1/downloads/courseware_ece/notes/BSS201%20-%20PERSONALITY.pdf</a>		

### Mapping Course Outcomes Vs Programme Outcomes

CO/ PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	-	3	3	-	1	1	1	2	1	2	2	2
CO2	-	3	3	-	1	1	1	2	1	2	2	2
CO3	-	3	3	-	1	1	1	2	1	2	2	2
CO4	-	3	3	-	1	1	1	2	1	2	2	2
CO5	-	3	3	-	1	1	1	2	1	2	2	2
W.AV	-	3	3	-	1	1	1	2	1	2	2	2

S –Strong (3), M- Medium (2), L - Low (1)

### Mapping Course Outcomes Vs Programme Specific Outcomes

CO/PSO	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	-	1	2	-	-
CO2	-	1	2	-	-
CO3	-	1	2	-	-
CO4	-	1	2	-	-
CO5	-	1	2	-	-
W.AV	-	1	2	-	-

S –Strong (3), M- Medium (2), L - Low (1)

**SEMESTER - II**  
**CORE COURSE- PRACTICAL - IV**

<b>Subject Code</b> <b>84424</b>	<b>INTERNSHIP TRAINING PROGRAM</b>	<b>L T P C</b> <b>0 0 10 5</b>
<b>COURSE OBJECTIVES:</b>  The goal of student internship program is to have the professional training and growth in various organizations and all types of Aviation companies.		
<b>Purpose:</b>  The purpose of the student internship program is to provide students with an opportunity to gain workplace skills and learn more about corporate field. This is also an opportunity to contribute to the local community by reaching out to future professionals.		
<b>COURSE OUTCOMES:</b> CO1: To Contribute to organizations of all types and sizes by managing critical internship. CO2: To provide creative solutions to key challenges. CO3: To design marketing strategies. CO4: To Provide a variety of ways to engage in experiential Learning CO5: To lay the foundation for strong relationship and subsequent job offers CO6: To apply the Knowledge and skills acquired in the classroom to a professional context		

## Diploma Programme

### **Passing minimum**

- A candidate shall be declared to have passed in each course if he/she secures not less than 40% marks in the End Semester Examinations and 40% marks in the Internal Assessment and not less than 40% in the aggregate, taking Continuous assessment and End Semester Examinations marks together.
- The passing minimum for CIA shall be 40% out of 25 marks (i.e.10 marks) in Theory/ Practical Examinations.
- The passing minimum for University Examinations shall be 40% out of 75 marks (i.e. 30 marks) for Theory /Practical papers.
- The candidates not obtain 40% in the Internal Assessment are permitted to improve their Internal Assessment marks in the subsequent semesters (2 chances will be given) by writing the CIA tests or by submitting assignments.
- Candidates, who have secured the pass marks in the End-Semester Examination and in the CIA but failed to secure the aggregate minimum pass mark (E.S.E + C I.A), are permitted to improve their Internal Assessment mark in the following semester and/or in University examinations.
- A candidate shall be declared to have passed in the Dissertation/Project report/Internship report if he/she gets not less than 40% marks in the Internal Assessment and End Semester Examinations and not less than 40% in the aggregate, taking Continuous assessment and End Semester Examinations marks together.
- A candidate who gets less than 40% in the Dissertation / Internship/ Project Report must resubmit the thesis. Such candidates need to take again the Viva-Voce on the resubmitted report/thesis.