

DIPLOMA IN AIRLINE AND TRAVEL MANAGEMENT

SCHEME OF EXAMINATION

Syllabus

| Subject code | Title of the Course | Hours | Passing Minimum |
|---------------------|------------------------------------------------------|--------------|------------------------|
| Semester I | | | |
| Subject 1 | Aviation Management | 3 | 40/100 |
| Subject 2 | Travel Formalities | 3 | 40/100 |
| Subject 3 | Fundamentals of Financial Accounting | 3 | 40/100 |
| Subject 4 | Communicative English | 3 | 40/100 |
| Subject 5 | Practical I – MS Office | 3 | 40/100 |
| Semester II | | | |
| Subject 1 | Aviation Security | 3 | 40/100 |
| Subject 2 | Travel Management | 3 | 40/100 |
| Subject 3 | Life Skill | 3 | 40/100 |
| Subject 4 | Fundamentals of Human Resource Management | 3 | 40/100 |
| Subject 5 | Practical II-Technology in Airline / Travel Industry | 3 | 40/100 |
| Semester III | | | |
| Subject 1 | Services Marketing | 3 | 40/100 |
| Subject 2 | Logistics Management | 3 | 40/100 |
| Subject 3 | Air Cargo Management | 3 | 40/100 |
| Subject 4 | Practical III-Front Office Management | 3 | 40/100 |
| Subject 5 | Internship | 3 | 40/100 |
| Semester IV | | | |
| Subject 1 | Tourism Management | 3 | 40/100 |
| Subject 2 | Travel Agency and Tour Operation | 3 | 40/100 |
| Subject 3 | Legal Aspects of Aviation | 3 | 40/100 |
| Subject 4 | Practical IV-GALILEO Ticketing System | 3 | 40/100 |
| Subject 5 | Project Work | 3 | 40/100 |

Eligibility for admission: Pass in 10th std examination conducted by the Govt. of Tamil Nadu Board of Secondary Education, Government of Tamil Nadu or any other equivalent examination.

Examination: Passing Minimum for each Course is 40%. Classification will be done on the basis of percentage marks of the total marks obtained in all the Courses and as given below:

- | | |
|-------------------------|----------------|
| 40 % but less than 50 % | - Third class |
| 50 % but less than 60 % | - Second class |
| 60 % and above | - First class |

Theory Paper

Internal Marks-25

External Marks-75

Syllabus

Semester I

- Course I - Aviation Management
- Course II - Travel Formalities
- Course III - Fundamentals of Financial Accounting
- Course IV - Communicative English
- Course V - Practical I- MS Office

Semester II

- Course VI - Aviation Security
- Course VII - Travel Management
- Course VIII - Life Skill
- Course IX - Fundamentals of Human Resource Management
- Course X - Practical II-Technology in Airline/Travel Industry

Semester III

- Course XI - Services Marketing
- Course XII - Logistics Management
- Course XIII - Air Cargo Management
- Course XIV - Practical III-Front Office Management
- Course XV - Internship

Semester IV

- Course XVI - Tourism Management
- Course XVII - Travel Agency and Tour Operation
- Course XVIII - Legal Aspects of Aviation
- Course XIX - Practical IV-GALILEO Ticketing System
- Course XX - Project Work

**SEMESTER I
COURSE I
AVIATION MANAGEMENT**

OBJECTIVE:

- To know main types of air travel.
- To identify IATA Training Programs.
- To study onboard Documentation.

UNIT -I **18 Hrs**

INTRODUCTION TO THE AVIATION INDUSTRY

Define Aviation – history of Aviation - the modern age of aviation began – History of aviation – about general aviation – Military aviation – three main types of air travel – scheduled Airline, Charter and corporate – Private jets.

UNIT -II **18 Hrs**

REGULATORY AGENCIES AND AVIATION REGULATION

Air transport regulatory agencies – what is ICAO – objectives of ICAO About ICAO – Government agencies in aviation safety – CAA, FAA, JAA and DGCA – Federal aims – Primary aims of the cabin safety office – IATA – History of IATA – IATA is a trade association and not a regulatory body – to provide the safety and highest standard of service to customers –IATA aims and objectives – IATA Training Programs.

UNIT- III **18 Hrs**

CUSTOMS AND IMMIGRATION FOR AIR TRAVEL

What are customs and immigration – About common practices – Landing card – customs declaration – General declaration – onboard Documentation – freedom of air and their types – phonetic alphabet and call sings – Roles of cabin crew in Aviation security.

UNIT -IV **18 Hrs**

INTRODUCTION TO AIRCRAFT AND AVIATION FAMILIARISATION

Aircraft types – Aircraft layout and terminology – Aircraft furnishing, system &terminology – Cockpit- Communication systems – jump seat- Ground power unit & Auxiliary power unit – Light and Electrical systems – General aviation and Ground Airport Operations terminology – Movement of an Aircraft with diagrams.

UNIT - V**18 Hrs****USING TIME ZONES**

24 hour clock time- Greenwich Mean Time & Time zones – Standard local Time – Day light saving time – International Date Line – world airport codes and airline codes – Airline designators – General terms used in Aviation – block out, block in.

OUTCOME:

- Understand Aircraft layout and terminology.
- Learn about Airport Operations
- Understand Movement of an Aircraft with diagrams.

COURSE - II

TRAVEL FORMALITIES

OBJECTIVES

- To know about the Travel Documents needed for travelling.
- To understand the benefits of Insurance policies
- To learn about various services offered by Tourism Department.

UNIT - I

18 Hrs

Define Passport – Types of Passport – Visa Types of Visas – Other Travel Documents – How to obtain the documents necessary for travels

UNIT - II

18 Hrs

Health and preventive measures for travelers – Collection of taxes relating to travel – Customs and Currency information for customers – Different form of payment for International Travelers.

UNIT - III

18 Hrs

The benefits of Insurance – The Travel Insurance Policy – General conditions applying to Insurance Policies – Insurance Documents and Claims procedures – Auxiliary Services and information supplied by travel agents – Extra Services and information – Passenger Documents – Consequences of Negligence.

UNIT - IV

18 Hrs

Planning of Tourism – Evolution of Tourism Planning – various levels and types of Tourism Planning – The Airport of the Flight – Classes of services – Flight service – seating – Main Aircraft types – Airport areas.

UNIT - V

18 Hrs

Analysis of an Airline Ticket: Ticket coupons – Air Ticketing information – Writing Airline Tickets – Air related Traffic Documents – How to make an Airline Ticket? Airline Ticketing Procedures – Prepaid Ticket Advice (PTA) – Refund Exchange Notice (TEN) – Miscellaneous Changes Order – Tour Order – Chanted Tours.

OUTCOME

- Received clear idea about documents necessary for travels
- Obtained informalities about various service of travel agents
- Learn about consequences of negligence

COURSE – III
FUNDAMENTALS OF FINANCIAL ACCOUNTING

Objective

- The course is intended to expose the student on the accounting principles and various aspects related to costing and management accounting. The course will impart the required training so as to make him ready to work in industry.

UNIT I **18 Hrs**
INTRODUCTION

Cost Terms, Concepts, and Classifications- General Cost Classifications- Cost Classifications on Financial Statements

UNIT II **18 Hrs**

Trial Balance

Book Keeping, Journal Entry, Ledger, Trial Balance

UNIT III **18 Hrs**

Financial Accounting

Procedure for preparing final accounts: Profit and Loss Account. Balance Sheet.

UNIT IV **18 Hrs**

Costing Techniques

Cost Sheet, Types of Costing, Product Costing, Process Costing, Activity Based Costing

UNIT V **18 Hrs**

Long-term Decision Making

Capital investment appraisal techniques- Accounting rate of return- Payback- Discounted payback- Net present value- Internal rate of return- Profitability index

COURSE - IV

COMMUNICATIVE ENGLISH

1. Basic Grammar:

- a. Review of grammar
- b. Remedial study of grammar
- c. Simple sentence
- d. Word passive voice etc.

2. Bubbling Vocabulary:

- a. Synonyms
- b. Antonyms
- c. One – work Institution

3. Reading and Understanding English

- a. Comprehension passage
- b. Précis – writing
- c. Developing a story from hints.

4. Writing English

- a. Writing Business letters.
- b. Paragraph writing
- c. Essay writing
- d. Dialogue writing

5. Speaking English

- a. Expressions used under different circumstances
- b. Phonetics

COURSE - V

PRACTICAL - I

MS OFFICE

List of Exercises

1. Capabilities of computers, Block diagram, generations of computers
2. Types of computers, Input devices, output devices, memory devices, Storage devices, RAM and ROM, Internet and its concepts.
3. Applying advanced formatting techniques, formatting pages, working with columns, constructing high quality tables
4. Creating outlines in word. Working with complex documents, managing data with word
5. Mail merge, publishing online forms, adding references to documents, working together on documents.
6. Creating Excel worksheets: entering and editing cell entries, working with numbers, changing worksheet layout, other formatting options, printing in excel, creating charts and statistical functions.
7. Creating power point presentations.

SEMESTER II**COURSE VI****AVIATION SECURITY****OBJECTIVES**

- To learn the Role of security .
- To know the aviation Security Structure
- To understand the cargo services

UNIT-I**18 Hrs**

Current threats to the aviation industry. Role of Security Manager in Keeping Aviation Security.

UNIT-II**18 Hrs**

Aviation Security regulations and the international organizations behind them. Relevant measures to aviation security.

UNIT-III**18 Hrs**

Airport access control for people and vehicles: Aviation Security Structure. Aviation Security Regulatory organization.

UNIT-IV**18 Hrs**

Passenger, Cargo, Mail and Catering Security Basics.

UNIT-V**18 Hrs**

Common airport and in flight security measures for responding to threats. Monitor and apply Airport Security.

OUTCOME

1. Learn about Aviation security
2. understand the catering system
3. Learning cargo services

COURSE - VII

TRAVEL MANAGEMENT

OBJECTIVES

1. To find out the business operation of Travel Agency
2. To know the rules and regulations of agency.
3. To know the essential requirements of tour operators.

UNIT -I

18 Hrs

Travel Management- concepts- objectives –significance of travel agency. Tour operation business by the Travel agency, Nature and scope of Travel agency. Qualification of a travel agent

UNIT -II

18 Hrs

Functions of Travel agency- Types of Services offered by Travel Agent-Travel terminology-Travel agent approved by Government of India – formalities, rules and regulations.

UNIT -III

18 Hrs

Travel Formalities - Passport - Visa – Health requirements - Information regarding Airport Formalities-Customs and Clearance. Arrangements with Hotels.

UNIT-IV

18 Hrs

Tour Operators –functions-Tour package Formulations Essential requirements of a successful tour operator. Tour operators and Various Associations

UNIT -V

18 Hrs

Travel Information and Counseling to tourist, Fiscal and Non fiscal incentives available to Travel agencies and tour operating Business. Public sector and private sector in Tourism.

OUTCOME

1. Understand the Essential requirements of a successful tour operator.
2. Learn the purpose of tour operators.
3. Understand the operations of travel Agency.

COURSE VIII

Life Skill

I Life Coping or adjustment

- (a) External and internal influence in one's life
- (b) Process of coping or adjustment
- (c) Coping with physical change and sexuality
- (d) Coping with stress, shyness, fear, anger far live and criticism.

II Attitude

- (a) Attitude
- (b) Self acceptance, self – esteem and self actualization
- (c) Positive thinking

III Problem Solving

- (a) Goal Setting
- (b) Decision Making
- (c) Time Management and stress Management.

IV Computers

- (a) Introduction to Computers
- (b) M. S. Office
- (c) Power Point

V Internet

- (a) Introduction to internet
- (b) E – mail
- (c) Browsing

COURSE - IX
**FUNDAMENTALS OF HUMAN RESOURCE
MANAGEMENT**

OBJECTIVE:

- 1- To study about Organizational structures.
- 2- To know Man Power Planning.
- 3- To study about Performance appraisal.

UNIT - I **18 Hrs**

Human Resource Management – Definition, Concept, Objectives, Characteristics, and Functions – Systems approach to personnel Management – Organizational structures.

UNIT - II **18 Hrs**

Man Power Planning, Job analysis, Job description, Job specification, Job Evaluation, Recruitment and selection Process.

UNIT - III **18 Hrs**

Training of employees, supervisors and Executives – Promotions – Demotions, Transfer, Absenteeism, Turnover, Employee Remuneration : Wages and Salary Administration – Rewards and Incentives, Benefits and Employee Services – Performance appraisal.

UNIT - IV **18 Hrs**

Industrial Relations – Definition – Significance Causes for poor industrial Relations Suggestions to Improve Industrial Relations – Labour disputes and Industrial Relations in India.

UNIT - V **18 Hrs**

Workers Participation in Management, Collective Bargaining and Industrial relations – Employee Grievance Procedures & Industrial Disciplinary System

OUTCOME:

- Understand Industrial Relations.
- Receive idea on Performance appraisal.
- Learn Disciplinary System.

**COURSE - X
PRACTICAL - II**

TECHNOLOGY IN AIRLINE / TRAVEL INDUSTRY

List of Exercises

- Flight Attendants, Flight Announcement
- Air Traffic control
- Buy-on Board
- Control Towers
- Equipment Safety
- Gate House
- Ground Stop
- Flight crew
- Flight Deck
- Final Boarding
- Holding pattern
- Jet Way
- Page Work

**SEMESTER III
COURSE - XI**

SERVICES MARKETING

OBJECTIVE:

- To find out Scope of Service Marketing.
- To study about customer portfolio.
- To know customer loyalty.

UNIT-I **18 Hrs**

Introduction – Meaning and Objectives of Service Marketing. Nature and Scope of Service Marketing – Significance.

UNIT-II **18 Hrs**

Service Market – Segmentation – Selecting the appropriate customer portfolio, creating and maintaining customer loyalty.

UNIT-III **18 Hrs**

Pricing Strategies for promotion positioning service in the market – promoting market communication service.

UNIT-IV **18 Hrs**

Planning and Branding Services, New Services Development and customer Loyalty.

UNIT-V **18 Hrs**

Planning and Managing Service delivery. Situation review. The role of intermediaries. Enhancing value by improving quality and productivity.

OUTCOME:

- Understand Planning and Managing Service delivery.
- Learn role of intermediaries.
- Receive idea on quality and productivity.

COURSE - XII

LOGISTICS MANAGEMENT

OBJECTIVE:

- To identify Multi-modal challenges and opportunities.
- To find out commercial distribution.
- To know about Importance of distribution.

Unit-I

18 Hrs

Overview of Logistics – Responsibilities of the logistics operator – Multi-modal challenges and opportunities.

Unit-II

18 Hrs

Importance of distribution, Logistics - commercial distribution, the role of logistics in the provision of distribution services.

Unit-III

18 Hrs

Concept of multi modal transport – Inbound and Outbound Logistics System
- Different transport modes – Modal interfaces – Inter-modal systems – road/rail/sea; sea/air; road/air; road/rail, sea/rail, sea/road – Inland Container Depot (ICD) & Container, Freight Station (CFS) Terminals.

Unit-IV

18 Hrs

Vehicles - trucks, trains, aircraft and ships, Swap bodies, double stacks, trailer types, - Role of (3PL) Service Providers, Types of 3PL, Emergence of 4PL service.

Unit-V

18 Hrs

Freight management, freight forwarding logistics – Tracking of consignments, depots, warehouses, Warehousing Providers - Just In Time' delivery, Supply chain concept.

OUTCOME

- Understand the freight forwarding logistics.
- Receive ideas on Swap bodies.
- Learn Inbound and Outbound Logistics System.

COURSE - XIII
AIR CARGO MANAGEMENT

OBJECTIVE

- To study about OAG Air Cargo Guide.
- To know Cargo Rating.
- To find out Chargeable weight rating.

UNIT - I **18 Hrs**

Cargo History, Concepts and Common terms used in Cargo handling, Rules governing acceptance of Cargo.

UNIT - II **18 Hrs**

Use of Guides: The OAG Air Cargo Guide – Aircraft: bulk-loading limitations – Unit load devices.

UNIT - III **18 Hrs**

Cargo Rating – Familiarization of Cargo Tariffs. Rounding off of the weights / Dimensions / currencies. Chargeable weight rating-Specific commodity rates, class rates, general cargo rates, valuation charges.

UNIT - IV **18 Hrs**

Documentation: Air way bill, charges correction advice, irregularity report, cargo manifesto, cargo transfer Manifesto, documents concerning postal mails and diplomatic mails. Shippers declaration for dangerous goods.

UNIT - V **18 Hrs**

Handling – Cargo capacity of Air and Ships. Cargo needing special attention, introduction to dangerous goods regulations. Some important Cargo companies.

OUTCOME:

- 1- Understand documents concerning postal mails.
- 2- Receive idea on Shippers declaration for dangerous goods.
- 3- Learn Cargo capacity of Air and Ships.

COURSE – XIV
PRACTICAL -III
FRONT OFFICE MANAGEMENT

List of Exercises

- Functions of Lobby Managers
- Handling of unusual moment
- Handling of master keys
- Caring for guest
- Handling guest complaints and problems
- Handling guest baggage during check-in and check-out time

COURSE – XV
INTERNSHIP

- The students of this course are required to take up Internship training during the third semester and submit a report at the end of the semester but before the commencement of the end semester examination.
- The Objective of the internship is to understand the day to day activities of the organization in which the internship is undertaken and intensive training should be provided in all the departments of the organization.
- The period of the internship can be decided by the centers concerned according to the availability of the training opportunities available. The choices could be either the internship can be on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations

**SEMESTER IV
COURSE – XVI**

TOURISM MANAGEMENT

OBJECTIVE

- To study about Tourism Management.
- To know Tourism product production system.
- To find out tourism transport system.

UNIT – I 18 Hrs

Definition and Concepts of Tourism Management – Nature of Scope of Tourism Management – Managing Tourist

UNIT – II 18 Hrs

Managing Tourism related products – Tourism product production system – Managing tourism transport system – Driving Policies regarding Tourism

UNIT – III 18 Hrs

Managing Travel Agencies and Tour operators – Managing Travel Agencies Commission and Essential requirements of successful destination

UNIT – IV 18 Hrs

Managing Travel and Tourism organization, Managing purpose and goals of various individual tourism organization

UNIT – V 18 Hrs

Managing travel information manuals and the travel insurance policy insurance documents and client procedures.

OUTCOME

- 1- Understand client procedures.
- 2- Learn Tourism organization.
- 3- Receive idea on Tour operators.

COURSE - XVII

TRAVEL AGENCY AND TOUR OPERATION

OBJECTIVE

- To study tour operation management.
- To know about Organizational structure of travel agency.
- To identify Ministry of Tourism.

UNIT - I

18 Hrs

Introduction Travel agency and tour operator - meaning, concept, Types and importance. Historical growth and development of travel agency and tour operation management. The future role of Travel Intermediaries.

UNIT - II

18 Hrs

Organization structure and Functions Organizational structure of travel agency and tour-operator - main operational and managerial staff of major travel agencies/tour operators. Major functions of Travel agency and tour operators

UNIT - III

18 Hrs

Setting up of travel agency and tour operation and their approval Travel agency & Tour operation management - Setting procedure and process. Ministry of Tourism, Govt. of India and IATA approval for travel agency and tour operator.

UNIT - IV

18 Hrs

Ownership structure and revenue sources of travel agency and tour operation. Financial incentives available for travel agency and tour operator in India. Understanding the role of Govt. and other Organizations in travel Trade Role and contribution of Department of Tourism, Government of India,

UNIT - V

18 Hrs

ITDC and State Govt. Tourism corporations in travel agency and tour operation Management. Travel Trade Association and Organizations-role of contribution of WTO, IATA, TAAI and IATO. Present business Trends and Future prospects of travel agency and tour operation management.

COURSE - XVIII
LEGAL ASPECTS OF AVIATION

OBJECTIVE:

- To identify consumer contracts law.
- To study Hotel management law.
- To find out Travel insurance law.

UNIT - I **18 Hrs**

National and international regulation of the travel and hospitality industry; consumer contracts law; the law of carriers and inns;

UNIT - II **18 Hrs**

The duties of travel operators and agents; Travel insurance law; the law of bailment; the responsibilities of travel agents and tour operators;

UNIT - III **18 Hrs**

Hotel management law; liquor licensing law; catering law; gaming law; marketing law; consumer rights and complaints; the law regulating payments (including international credit card payments);

UNIT - IV **18 Hrs**

The finance of Carriers and Inns; Criminal and Civil Liability of people working in the travel and tourism industry.

UNIT - V **18 Hrs**

The law regulating the issue of visa and travel documentation, and considers the liability of the operators, agents, carriers and government instrumentalities in relation to health and safety issues.

OUTCOME:

- 1- Understand Civil Liability of people working in the travel.
- 2- Learn travel documentation.
- 3- Receive idea on liquor licensing law.

**COURSE – XIX
PRACTICAL -IV**

GALILEO TICKETING SYSTEM

List of Exercises

- Online Travel Agent software (including B2B, B2C, B2B2C)
- Single or Multiple PC's interface
- Flight Reservation System
- Hotel Booking System
- Car Reservation System
- Bus Reservation System
- Modules for Rails / Visa / Cruise / Holding Packages.

COURSE - XX

PROJECT WORK

- The students of this course are required to undertake a project work individually on a specific topic during the fourth semester and submit a report at the end of the semester but before the commencement of the end semester examination.
- The objective of the Project work is to understand the problems faced by the organization and offer specific suggestions to solve those problems. The period of the project work can be decided by the centre's concerned according to the availability of the opportunities available. The choices could be either the student can take up the work on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations.
