



## UNSW Course Outline

# AVIA5005 Airline Operational Management - 2024

Published on the 05 Feb 2024

## General Course Information

Course Code : AVIA5005

Year : 2024

Term : Term 1

Teaching Period : T1

Is a multi-term course? : No

Faculty : Faculty of Science

Academic Unit : School of Aviation

Delivery Mode : Online

Delivery Format : Standard

Delivery Location : Kensington

Campus : Sydney

Study Level : Postgraduate

Units of Credit : 6

### Useful Links

[Handbook Class Timetable](#)

## Course Details & Outcomes

### Course Description

Airline operations are defined as the functional areas which are directly associated with the operations of the aircraft and in the provision of operational support services. There is much overlap between the management of “corporate” and “operational” aspects of an airline. This

occurs mainly in the planning processes such as fleet planning, schedule planning, and strategic planning (including business plans and annual budgets).

This course provides a comprehensive overview of important processes and factors related to airline operations including engineering, maintenance and crew resource planning; airport planning, emergency planning, operations control, and punctuality management; airline management; environmental matters and freight; planning, budgeting, staff and equipment rostering; disruption management; and the management of aircraft, crew (both technical and cabin service crew), and inflight service functions.

This course is complementary to AVIA5009 Airline Corporate Management which is also provided in the Master of Aviation Management program. The introductory module of this course provides a brief overview of the corporate side of airline management and its relationship with the subsequent modules.

## Course Aims

The aim of this course is to provide students with a strong background and understanding of the tasks involved in core airline operational management. The course focuses on the operational aspects of processes that often overlap with corporate management tasks. Therefore, students gain insight into both operational management tasks and the role operational functional areas play in the overall management of an airline.

## Relationship to Other Courses

This course has a strong practical and operational focus. Content is tightly linked to the management of functional activities in airline operations. Learning outcomes are achieved through assessment tasks that link course content to contemporary aviation management issues.

## Course Learning Outcomes

Course Learning Outcomes
CL01 : Explain the main tasks involved in airline operational management.
CL02 : Recall and apply emergency planning and maintenance planning theory in a variety of aviation scenarios.
CL03 : Critique key environmental issues impacting aviation.
CL04 : Plan small-scale crewing resources and rosters.
CL05 : Appraise the processes of, and airline industry experience with outsourcing.

Course Learning Outcomes	Assessment Item
CLO1 : Explain the main tasks involved in airline operational management.	<ul style="list-style-type: none"> <li>• Assessment 1</li> <li>• Assessment 2</li> <li>• Assessment 3</li> </ul>
CLO2 : Recall and apply emergency planning and maintenance planning theory in a variety of aviation scenarios.	<ul style="list-style-type: none"> <li>• Assessment 1</li> <li>• Assessment 3</li> </ul>
CLO3 : Critique key environmental issues impacting aviation.	<ul style="list-style-type: none"> <li>• Assessment 2</li> <li>• Assessment 3</li> </ul>
CLO4 : Plan small-scale crewing resources and rosters.	<ul style="list-style-type: none"> <li>• Assessment 2</li> <li>• Assessment 3</li> </ul>
CLO5 : Appraise the processes of, and airline industry experience with outsourcing.	<ul style="list-style-type: none"> <li>• Assessment 2</li> <li>• Assessment 3</li> </ul>

## Learning and Teaching Technologies

Moodle - Learning Management System

## Additional Course Information

Course material will be delivered online through Moodle. Periodically, contemporary airline operational issues will also be posted on Moodle for critical thought and discussion. Students are encouraged to engage in online discussion and further reading of topics through articles, books and other literature.

As new concepts are introduced, practical exercises are provided to develop skills that can be applied in the workplace. Students are encouraged to link course theory to real world material through written assessments.

## Assessments

### Assessment Structure

Assessment Item	Weight	Relevant Dates
Assessment 1 Assessment Format: Individual	30%	Start Date: Week 1 Due Date: Week 4 : 10/03/2024 11:59PM
Assessment 2 Assessment Format: Individual	35%	Start Date: Week 1 Due Date: Week 8 : 07/04/2024 11:59PM
Assessment 3 Assessment Format: Individual	35%	Start Date: Week 1 Due Date: 03/05/2024 11:59PM

# Assessment Details

## Assessment 1

### Assessment Overview

For Assessment 1, you are to choose a question from a list provided and write a 1200-word research report addressing the question. The questions provided will cover content explored in Units 1 to 4 (inclusive) of the course.

Details of the assignment will be made available in Week 1. You are to submit your assessment in Week 4. You will be provided with written feedback and marks within 10 working days after the submission deadline.

### Course Learning Outcomes

- CL01 : Explain the main tasks involved in airline operational management.
- CL02 : Recall and apply emergency planning and maintenance planning theory in a variety of aviation scenarios.

### Assessment Length

1200 words

### Assignment submission Turnitin type

This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

## Assessment 2

### Assessment Overview

For Assessment 2, you are to choose a question from a list provided and write a 1500-word research report addressing the question. The questions provided will cover content explored in Units 1 to 8 (inclusive) of the course.

Details of the assignment will be made available in Week 1. You are to submit your assessment in Week 8. You will be provided with written feedback and marks within 10 working days after the submission deadline.

### Course Learning Outcomes

- CL01 : Explain the main tasks involved in airline operational management.
- CL03 : Critique key environmental issues impacting aviation.
- CL04 : Plan small-scale crewing resources and rosters.
- CL05 : Appraise the processes of, and airline industry experience with outsourcing.

### Assessment Length

1500 words

### Assignment submission Turnitin type

This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

## **Assessment 3**

### Assessment Overview

For Assessment 3, you are to choose a question from a list provided and write a 1500-word research report addressing the question. The questions provided will cover content explored in all units of the course.

Details of the assignment will be made available in Week 1. You are to submit your assessment by the end of the official UNSW examination period. You will be provided with written feedback and marks within 10 working days after the submission deadline.

### Course Learning Outcomes

- CL01 : Explain the main tasks involved in airline operational management.
- CL02 : Recall and apply emergency planning and maintenance planning theory in a variety of aviation scenarios.
- CL03 : Critique key environmental issues impacting aviation.
- CL04 : Plan small-scale crewing resources and rosters.
- CL05 : Appraise the processes of, and airline industry experience with outsourcing.

### Assessment Length

1500 words

### Assignment submission Turnitin type

This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

## **General Assessment Information**

### **UNSW Aviation's decision for Short Extension Policy**

The School of Aviation has carefully reviewed its range of assignments and projects to determine their suitability for automatic short extensions as set out by the UNSW Short Extension Policy. After careful consideration of our course offerings and our current structure, we have determined that our current deadline structures already accommodate the possibility of unexpected circumstances that may lead students to require additional days for submission. **Consequently, the School of Aviation has decided to not adopt the Short Extension**

provision for all its courses and has reassured that flexibility is integrated into our assessment deadlines. The decision is subject to revision in response to the introduction of new course offerings. Students may still apply for Special Consideration via the usual procedures.

### Grading Basis

Standard

## Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 12 February - 18 February	Topic	Unit 1 Introduction to Airline Operations
Week 2 : 19 February - 25 February	Topic	Unit 2 Operations Management
Week 3 : 26 February - 3 March	Topic	Unit 3 Delay and Punctuality
Week 4 : 4 March - 10 March	Topic	Unit 4 Engineering and Maintenance Resources
Week 5 : 11 March - 17 March	Topic	Unit 5 Airports
Week 6 : 18 March - 24 March	Topic	Unit 6 Outsourcing Management
Week 7 : 25 March - 31 March	Topic	Unit 7 Crew Management
Week 8 : 1 April - 7 April	Topic	Unit 8 Emergency Planning
Week 9 : 8 April - 14 April	Topic	Unit 9 Freight
Week 10 : 15 April - 21 April	Topic	Unit 10 Other Areas and Summary

## Attendance Requirements

Students are strongly encouraged to attend all classes and review lecture recordings.

## General Schedule Information

**UNSW Aviation's decision to not release Lecture Recordings:**

The School of Aviation prides itself on offering education that supports students in their personalised learning journey. This involves providing opportunities for students to engage with academics and key aviation experts to identify and address learning gaps, develop core skills and knowledge, and foster an environment of collaboration and meaningful discussion with the UNSW Aviation community. To support this vision, UNSW Aviation has decided to require students to attend all synchronous lectures (in-person or online) and not release class recordings to the student cohort. If students cannot attend a class and require learning support due to unforeseen circumstances, they should contact their Course Coordinator or Program Coordinator to discuss options for support and making up for missed class time.

# Course Resources

## Recommended Resources

There are no formal texts for this course. Each study unit is accompanied by essential readings.

## Course Evaluation and Development

The myExperience Survey aims to boost student feedback which creates a culture of continuous improvement by identifying, responding to, and acting on student feedback.

The course survey will open towards the end of Term. Students are encouraged to participate in the survey via Moodle, myUNSW, or through the direct myExperience link.

Please provide constructive feedback and focus on your learning experience in relation to the course material. While the survey is confidential, it is not anonymous. Comments that breach the Student Code of Conduct, that are hurtful, racist, sexist or ill natured, may lead to disciplinary action.

## Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Convenor	Dennis Lam				via email and/or Moodle forums	No	Yes

## Other Useful Information

### Academic Information

Upon your enrolment at UNSW, you share responsibility with us for maintaining a safe, harmonious and tolerant University environment.

You are required to:

- Comply with the University's conditions of enrolment.
- Act responsibly, ethically, safely and with integrity.
- Observe standards of equity and respect in dealing with every member of the UNSW community.
- Engage in lawful behaviour.
- Use and care for University resources in a responsible and appropriate manner.
- Maintain the University's reputation and good standing.

For more information, visit the [UNSW Student Code of Conduct Website](https://student.unsw.edu.au/conduct).

## Academic Honesty and Plagiarism

**Referencing** is a way of acknowledging the sources of information that you use to research your assignments. You need to provide a reference whenever you draw on someone else's words, ideas or research. Not referencing other people's work can constitute plagiarism.

Further information about referencing styles can be located at <https://student.unsw.edu.au/referencing>

**Academic integrity** is fundamental to success at university. Academic integrity can be defined as a commitment to six fundamental values in academic pursuits: honesty, trust, fairness, respect, responsibility and courage. At UNSW, this means that your work must be your own, and others' ideas should be appropriately acknowledged. If you don't follow these rules, plagiarism may be detected in your work.

Further information about academic integrity, plagiarism and the use of AI in assessments can be located at:

- The [Current Students site](#),
- The [ELISE training site](#), and
- The [Use of AI for assessments](#) site.

The Student Conduct and Integrity Unit provides further resources to assist you to understand your conduct obligations as a student: <https://student.unsw.edu.au/conduct>

## Submission of Assessment Tasks

### Penalty for Late Submissions

UNSW has a standard late submission penalty of:

- 5% per day,
- for all assessments where a penalty applies,
- capped at five days (120 hours) from the assessment deadline, after which a student cannot submit an assessment, and
- no permitted variation.

***Any variations to the above will be explicitly stated in the Course Outline for a given course or assessment task.***

Students are expected to manage their time to meet deadlines and to request extensions as



early as possible before the deadline.

### Special Consideration

If circumstances prevent you from attending/completing an assessment task, you must officially apply for special consideration, usually within 3 days of the sitting date/due date. You can apply by logging onto myUNSW and following the link in the My Student Profile Tab. Medical documentation or other documentation explaining your absence must be submitted with your application. Once your application has been assessed, you will be contacted via your student email address to be advised of the official outcome and any actions that need to be taken from there. For more information about special consideration, please visit: <https://student.unsw.edu.au/special-consideration>

**Important note:** UNSW has a “fit to sit/submit” rule, which means that if you sit an exam or submit a piece of assessment, you are declaring yourself fit to do so and cannot later apply for Special Consideration. This is to ensure that if you feel unwell or are faced with significant circumstances beyond your control that affect your ability to study, you do not sit an examination or submit an assessment that does not reflect your best performance. Instead, you should apply for Special Consideration as soon as you realise you are not well enough or are otherwise unable to sit or submit an assessment.

### Faculty-specific Information

#### Additional support for students

- [The Current Students Gateway](#)
- [Student Support](#)
- [Academic Skills and Support](#)
- [Student Wellbeing, Health and Safety](#)
- [Equitable Learning Services](#)
- [UNSW IT Service Centre](#)
- Science EDI Student [Initiatives](#), [Offerings](#) and [Guidelines](#)

### School Contact Information

Email:

aviation@unsw.edu.au

Telephone:

Undergraduate Courses - +61 2 9385 5756 (Katie Wang)

Postgraduate Courses - +61 2 9385 5787 (Michelle Lee)