

<b>Name of Faculty</b>	:	Faculty of Hospitality & Tourism
<b>Name of Program</b>	:	Diploma in Aviation & Hospitality Management
<b>Course Code</b>	:	1DAH02
<b>Course Title</b>	:	Airport Ground Services
<b>Type of Course</b>	:	Professional Core (PC)
<b>Year of Introduction</b>	:	2023-24

<b>Prerequisite</b>	:	There are no specific prerequisites for the course "Introduction to Airport Ground Staff." However, a basic understanding of the aviation industry and a strong interest in airport operations would be beneficial for students pursuing this course.
<b>Course Objective</b>	:	To equip students with the necessary knowledge and skills to excel in the field of airport ground operations. By the end of the course, students will have a comprehensive understanding of airport infrastructure, ground staff roles and responsibilities, customer service, security procedures, and career development in this field.
<b>Course Outcomes</b>	:	At the end of this course, students will be able to:
	CO1	Analyze the aviation industry, airport infrastructure, operations, and regulatory frameworks.
	CO2	Apply their knowledge and skills to effectively perform ground staff duties, including passenger services, baggage handling, ramp operations, and airside safety and security procedures.
	CO3	Demonstrate proficient customer service and communication skills in the airport environment, including handling difficult situations, resolving conflicts, and effectively interacting with passengers.
	CO4	Evaluate and apply airport security measures, emergency response protocols, and crisis management techniques to ensure the safety and security of passengers and personnel.
	CO5	Reflect on and demonstrate professionalism, ethics, personal growth, and career development, seeking opportunities for continuous professional improvement within the airport ground staff field.

Teaching Scheme (Contact Hours)			Credits	Examination Marks				
				Theory Marks		Practical Marks		Total Marks
L	T	P	C	SEE	CIA	SEE	CIA	
3	0	0	3	70	30	0	0	100

*Legends: L-Lecture; T-Tutorial/Teacher Guided Theory Practice; P-Practical, C - Credit, SEE - Semester End Examination, CIA - Continuous Internal Assessment (It consists of Assignments/Seminars/Presentations/MCQ Tests, etc.)*

**Course Content**

Unit No.	Topics	Teaching Hours	Weightage	Mapping with COs
1	<b>Introduction to Airport Operations</b> <ul style="list-style-type: none"> <li>Chapter 1: Overview of the Aviation Industry</li> <li>Chapter 2: Evolution of Aviation Industry</li> <li>Chapter.3: Key Players in the Industry</li> <li>Chapter 4: Trends and Challenges in Aviation</li> </ul>	12	27%	CO1
2	<b>Roles and Responsibilities of Ground Staff</b> <ul style="list-style-type: none"> <li>Chapter 5: Ground Staff Functions and Duties</li> <li>Chapter 6: Passenger Services and Assistance</li> <li>Chapter 7: Baggage Handling and Tracking</li> <li>Chapter 8: Ramp Operations and Aircraft Servicing</li> <li>Chapter 9: Airside Safety and Security Procedures</li> </ul>	10	22%	CO2
3	<b>Customer Service and Communication Skills</b> <ul style="list-style-type: none"> <li>Chapter 10: Principles of Customer Service in the Aviation Industry</li> <li>Chapter 11: Effective Communication and Interpersonal Skills</li> <li>Chapter 12: Dealing with Difficult Passengers and Situations</li> <li>Chapter 13: Conflict Resolution and Problem-Solving Techniques</li> </ul>	8	18%	CO3
4	<b>Airport Security and Emergency Procedures</b> <ul style="list-style-type: none"> <li>Chapter 14: Airport Security Measures and Protocols</li> <li>Chapter 15: Screening Procedures and Threat Recognition</li> <li>Chapter 16: Emergency Response and Evacuation Procedures</li> <li>Chapter 17: Crisis Management and Incident Reporting</li> </ul>	10	22%	CO4
5	<b>Professionalism and Career Development</b> <ul style="list-style-type: none"> <li>Chapter 18: Professional Ethics and Workplace Conduct</li> <li>Chapter 19: Personal Development and Time Management</li> <li>Chapter 20: Career Pathways in Airport Ground Staff</li> <li>Chapter 20: Continuing Education and Professional Growth</li> </ul>	5	11%	CO5

Suggested Distribution of Theory Marks Using Bloom's Taxonomy						
Level	Remembrance	Understanding	Application	Analyze	Evaluate	Create
Weightage	20	35	20	10	10	5

NOTE: This specification table shall be treated as a general guideline for the students and the teachers. The actual distribution of marks in the question paper may vary slightly from above table.

#### Suggested Learning Websites

Sr. No.	Name of Website
1	www.iata.org
2	www.faa.gov
3	www.aci.aero
4	www.icao.int
5	www.airport-technology.com
6	www.aviationjobsearch.com

#### Reference Books

Sr. No.	Name of Reference Books
1	"Introduction to Aviation Management: A Guide to the Aviation Industry" by Andreas Wald, Wiley.
2	"Airport Operations, Third Edition" by Norman Ashford, Pierre Coutu, and John Beasley (McGraw-Hill Education)
3	"Introduction to Aviation Management" by Andreas Wald, Pierre-Michel Drapeau, and Nigel Halpern (Routledge)
4	"The Global Airline Industry" by Peter Belobaba, Amedeo Odoni, and Cynthia Barnhart, Wiley.
5	"Ground Handling: The Manual on International Ground Handling Standards" by International Air Transport Association (IATA), IATA Publications.
6	"Aviation Security Management" by Dr. Andrew R. Thomas, Routledge.