



DIPLOMA IN AIRLINE AND AIRPORT MANAGEMENT (Embedded with IATA Aviation Security Awareness)

Paper I: Fundamentals of Aviation

Objectives: Understanding about the aviation industry and its regulatory bodies, Understanding the characteristics of Airline Industry and its characteristics, Understanding the organisational structure of the airline industry, Understanding the security, navigation and traffic control and Understanding the importance of safety and security.

UNIT 1: INTRODUCTION AVIATION INDUSTRY 18 Hrs

Introduction to Aviation- Scope – Types – Scheduled and Non Scheduled Flights – Air Cargo Transport – Economic and Social impact – Regulatory Bodies – Key Performance indicators

UNIT 2: CHARACTERISTICS OF AIRLINE INDUSTRY 20 Hrs

Airline Industry - Characteristics of Passenger airlines – Service Industry – Characteristics

UNIT 3: ORGANISATIONAL STRUCTURE & AIRLINE ALLIANCES 22 Hrs

Development of commercial airlines – Deregulation – Impact of Deregulated Airline industry – Organizational Structure – Types of Airline Personnel – Flight crew and Cabin Crew – Training – Organizational Culture

UNIT 4: AIRPORTS AND ITS SERVICES 18Hrs

Personnel – Processing Passengers and Freight – Airport Security – Air Navigation Services – Air Traffic Control – Airplanes – Manufacturers – Types of Aircraft

UNIT 5: AIR SAFETY AND SECURITY 22 Hrs

– Role of Regulatory Agencies – Airside Safety – Culture of Safety – Issues in Air safety – Accident and Incident Investigation – Future of Airline Industry



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Paper II: Aviation Security & Personality Development

OBJECTIVE: To Provide Aviation Industry recognized training to the Students and to shape the students as per Aviation Industry Standards.

UNIT – 1: AVIATION SECURITY 10 hrs

Introduction to Aviation Security – Threat to Civil Aviation – Aviation attractive target – Profile of civil Aviation – Growth of civil Aviation industry – Types of threat – Source of threat – Aviation Incidents.

UNIT – 2: REGULATORY BODIES AND INTERNATIONAL CONVENTIONS 12hrs

ICAO – IATA – ACI – Roles and responsibilities – International Conventions – Chicago Convention – Avsec Convention – ICAO Annex 17 – SEMS

UNIT – 3: ACCESS CONTROL AND SECURITY MEASURES 12hrs

Demarcation of Airport – Access control – Physical and technology based security measures – Passenger and Baggage screening procedures – Handling Special Passengers – Airport Screening Procedures

UNIT – 4: CATERING, MAIL, CARGO, INFLIGHT SECURITY MEASURES 15hrs

Functions of Cargo, Mail, Catering in Airline Industry – Inflight Security Measures – Security awareness in the Airport Environment – Approach to crime prevention – Response to Bomb threats

UNIT – 5: PERSONALITY DEVELOPMENT 13hrs

The concept personality- Dimensions of theories of Freud & Erickson- personality – significant of personality development. The concept of success and failure: What is success? - Hurdles in achieving success – Overcoming hurdles - Factors responsible for success – What is failure - Causes of failure. SWOT analyses.

UNIT – 6: ATTITUDE, MOTIVATION & SELF ESTEEM 15hrs

Attitude - Concept - Significance - Factors affecting attitudes - Positive attitude - Advantages – Negative attitude - Disadvantages - Ways to develop positive attitude - Difference between personalities having positive and negative attitude. Concept of motivation - Significance - Internal and external motives - Importance of self-motivation- Factors leading to demotivation. Term self-esteem - Symptoms - Advantages – Do 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.

UNIT- 7: OTHER ASPECTS OF PERSONALITY DEVELOPMENT 13hrs

Body language - Problem-solving - Conflict and Stress Management - Decision-making skills – Leadership and qualities of a successful leader - Character-building - Team-work



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Time management -Work ethics –Good manners and etiquette. Resume building- The art of participating in Group Discussion – Acing the Personal (HR & Technical) Interview - Frequently Asked Questions - Psychometric Analysis – Mock Interview Sessions.

UNIT- 8: EMOTIONAL INTELLIGENCE 10hrs

Introduction – Components – Measurement of Emotional Intelligence – Application for Self Development, Education, Relationship, Workplace & Leadership – Strategies to improve emotional intelligence – Strategies to Improve Social Skills – Behavioural Intelligence and working in team – Interpersonal Communication & Conversational Intelligence.



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Paper III: Communication skills

OBJECTIVE: The objective is to develop both oral and written communication skills relating to organizational and Business issues.

UNIT 1: ELEMENTS OF COMMUNICATION 20Hrs

Meaning, Importance, Objectives & Principles of Communication, Process, impediments of effective communication, Strategies for effective communication. Types and forms of communication. Nonverbal Communication-Body Language, Gestures, Postures, Facial Expressions, Dress codes, The Cross Cultural Dimensions of Business Communication, Listening & Speaking, Techniques of Eliciting Response, Probing Questions, Observation, Business and social etiquette.

UNIT 2: WRITTEN COMMUNICATION SKILL AND GRAMMATICAL USE 20 hrs

Correction of errors - Making of Sentences- Paragraph Writing- Leave Application and simple letter writing.

Grammatical Use- Punctuation Meaning & opposites- Real Life Conversations-Vocabulary building Understanding the Audience, e mail writing, email etiquettes.

UNIT 3: OTHER COMMUNICATION SKILLS 25 Hrs.

Reading skills – Meaning; Importance of Reading Skills; Reading comprehension skills – Literal, Evaluative, Inferential; Types of Reading Techniques – Skimming, Scanning, Intensive, Extensive and Guidelines for improving Reading Skills.

Listening skills – Meaning; Importance of Listening; Types of listening (Meaning and Benefits of each type of Listening) – Attentive, Reflective, Discriminative, Comprehension, Critical, Biased, Evaluative, Appreciative, Sympathetic & Empathetic; Barriers to listening; Overcoming barriers to listening.

Note taking skills – Meaning; Importance of note taking; Methods of note making – Outline Method, Cornell Method, Mapping Method, Charting Method, Box & Bullet Method.

UNIT-4 TELECOMMUNICATION SKILLS & MEETINGS 15Hrs

Tele – etiquette - Receiving Calls -Transferring calls -Taking Message/ Voice Mails -Making Outgoing Calls. Importance of Meetings –Meeting etiquettes-Opening and Closing Meetings -Participating and Conducting Group discussions, e–Meetings.

Unit 5: PUBLIC SPEAKING & PRESENTATION 20 Hrs.

Importance of Public Speaking and Speech Composition -Principles of Effective Speaking Presentations, Types of Presentations (Meaning, Pros & Cons of each type). Technical speeches & Non-technical presentations. Occasional speech -Theme speech. Moderating programs -Use of Technology in communication



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Practical Skill Development

Airport Visit:

A visit to International or Domestic Airport will be arranged and students should submit a report on Airport Handling procedures.

30 marks will be awarded for the report based on quality, timely submission, viva-voice.

Guest lecture

Two Guest lecture on Aviation will be organized during this program. High dignitaries from the Aviation Industry will address the students.

Mock Interview

Mock Interview will be conducted to ensure that the students are aligned in line with Airline Industry Requirement.

Practical training

Practical training on Aircraft weight and Balance, Airport X-ray Screening, Check in, Reservation, Baggage Makeup Area, Boarding Gate, Aircraft Handling, Cargo handling will be provided to the students

Exam Criteria:

IATA Exam with online remote supervision will be conducted post 6 months and the students has to secure minimum 80% mark to obtain certificate from the

INTERNATIONAL AIR TRANSPORT ASSOCIATION, Canada

DIAM Exams will be conducted post 6 months. Theory 70% & Practical 30% based on Airport handling procedures report.