



ಬೆಂಗಳೂರು ಉತ್ತರ ವಿಶ್ವವಿದ್ಯಾಲಯ

ಟಮಕ, ಕೋಲಾರ – 563103

CHOICE BASED CREDIT SYSTEM

(Semester Scheme with Multiple Entry and Exit Options for Under Graduate Course)

SYLLABUS AS PER NEP GUIDELINES

SUBJECT: BBA AVIATION MANAGEMENT

2021-22 onwards

BBA



Aviation MANAGEMENT

**SYLLABUS, COURSE MATRIX & CURRICULUM
AS PER
NATIONAL EDUCATION POLICY 2020 REGULATIONS**



BENGALURU NORTH UNIVERSITY

Sri Devraj Urs Extension,
Tamaka, Kolar, 563103

REGULATIONS PERTAINING TO BBA IN AVIATION MANAGEMENT DEGREE

According to NEP – 2020

I. OBJECTIVES

- To have a clear and comprehensive understanding of aviation business and its operational environment, such as airports, airlines, cargo, safety, and regulations.
- To develop Aviation Global Leaders.
- To provide hands on experience on most widely used computerized reservation system (CRS) for air ticketing and hotel reservation
- To demonstrate a high capability of all airline business management aspect (e.g. airline business law, aircraft types, basic reservation, and ticketing).
- To empower students to take up competitive examinations of UPSC, KPSC, and other competitive examinations

II. GRADUATE ATTRIBUTES

The graduate attributes are the outline of the expected course learning outcomes mentioned in the beginning of each course. The characteristic attributes that a graduate will be able to demonstrate through learning various courses which are listed below:

- **Disciplinary Knowledge**

Capability of executing comprehensive knowledge and understanding of one or more disciplines that form part of commerce.

- **Communication Skills**

- i. Ability to communicate long standing, unsolved problems in commerce;
- ii. Ability to show the importance of commerce as precursor to various market developments since the beginning of civilization.

- **Critical Thinking**

- i. Ability to engage in reflective and independent thinking by understanding the concepts in every area of Commerce and Business;
- ii. Ability to examine the results and apply them to various problems appearing in different branches of Commerce and Business.

- **Problem solving**

- i. Capability to reduce a business problem and apply the classroom learning into practice to offer a solution for the same;
- ii. Capabilities to analyze and synthesize data and derive inferences for valid conclusion;
- iii. Able to comprehend solutions to sustain problems originating in the diverse

management areas such as Finance, Marketing, Human Resource, Taxation and so on.

- **Research Related Skills**

- Ability to search for, locate, extract, organize, evaluate, and use or present information that is relevant to a particular topic;
- Ability to identify the developments in various branches of Commerce and Business.

- **Information and Communication Technology (ICT) digital literacy**

Capability to use various ICT tools (like spreadsheet) for exploring, analysis, and utilizing the information for business purposes.

- **Self-directed Learning**

Capability to work independently in diverse projects and ensure detailed study of various facets of Commerce and Business.

- **Moral and Ethical Awareness/Reasoning**

- Ability to ascertain unethical behaviour, falsification, and manipulation of information;
- Ability to manage self and various social systems.

- **Life-long learning**

Capability of self-paced and self-directed learning aimed at personal development and for improving knowledge/skill development and reskilling in all areas of Commerce.

III. ELIGIBILITY FOR ADMISSION

Candidates who have completed two years Pre – University course of Karnataka State or its equivalent as notified by the university from time to time are eligible to seek admission for this course

IV. DURATION OF THE PROGRAMME

The Duration of the Programme is Four (04) years of Eight Semesters. Progressive Certificate, Diploma, Bachelor Degree or Bachelor Degree with Honors provided at the end of each year of Exit of the Four years Undergraduate Programme

Exit with	Credits Requirement*
Certificate at the Successful Completion of First Year (Two Semesters) of the Four Years Bachelor of Business Administration in Aviation Management in Aviation Management Undergraduate Degree Programme	50
A Diploma at the Successful Completion of the Second Year (Four Semesters) of the Four Years Bachelor of Business Administration in Aviation Management in Aviation Management Undergraduate Degree Programme	100 (50+50)

Basic Bachelor Degree at the Successful Completion of the Third Year (Six Semesters) of the Four Years Bachelor of Business Administration in Aviation Management in Aviation Management Undergraduate Degree Programme	146 (50+50+46)
Bachelor Degree with Honours in a Discipline at the Successful Completion of the Four Years (Eight Semesters) of the Four Years	187 (50+50+46+ 41)
Bachelor of Business Administration in Aviation Management in Aviation Management Undergraduate Degree Programme	

V. MEDIUM OF INSTRUCTION

The medium of instruction shall be English only.

VI. ATTENDANCE

- For the purpose of calculating attendance, each semester shall be taken as a Unit.
- A student shall be considered to have satisfied the requirement of attendance for the semester, if he/she has attended not less than 75% in aggregate of the number of working periods in each of the courses compulsorily.
- A student who fails to satisfy the above condition shall not be permitted to take the University examination.

VII. TEACHING AND EVALUATION

M.Com/MBA/MBS graduates with B.Com, B.B.M, and BBA & BBS as basic degrees from a recognized university are only eligible to teach and to evaluate the Courses (except languages, compulsory additional subjects and core Information Technology related subjects) mentioned in this regulation. Languages and additional courses shall be taught by the graduates as recognized by the respective Board of Studies.

VIII. RECORD MAINTENANCE AND SUBMISSION

- Every college is required to establish an Innovative business lab / computer lab to enable students to get practical knowledge of business activities and online learning.
- In every semester, the student should keep a record of the Business Lab/Field Study Activity and submit it to the concerned faculty.
- The BOE is authorized to make random surprise visits to the colleges and verify record-books and the internal marks awarded.

IX. Guidelines for Continuous Internal Evaluation (CIE) and Semester End Examination (SEE)

The CIE and SEE will carry 30% and 70% weightage each, to enable the course to be evaluated for a total of 100 marks, irrespective of its credits. The evaluation system of the

course is comprehensive & continuous during the entire period of the Semester. For a course, the CIE and SEE evaluation will be on the following parameters:

SL No.	Parameters for the Evaluation	Marks
	Continuous Internal Evaluation (CIE)	
1	Continuous & Comprehensive Evaluation (CCE)	10 Marks
2	Internal Assessment Tests (IAT)	20 Marks
	Total of CIE (A+B)	30 Marks
3	Semester End Examination (SEE)	70 Marks
	Total of CIE and SEE (A + B + C)	100 Marks

A. Continuous & Comprehensive Evaluation (CCE):

The CCE will carry a maximum of 10% weightage (10 marks) of total marks of a course. The faculty member can select any four of the following assessment methods, Minimum of four of the following assessment methods of (2.5) marks each:

- Individual Assignments
- Seminars/Classroom Presentations/ Quizzes
- Group Discussions /Class Discussion/ Group Assignments
- Case studies/Case lets
- Participatory & Industry-Integrated Learning/ Field visits
- Practical activities / Problem Solving Exercises
- Participation in Seminars/ Academic Events/Symposia, etc.
- Mini Projects/Capstone Projects
- Any other academic activity.

B. Internal Assessment Tests (IAT):

The IAT will carry a maximum of 20% weightage (20 marks) of total marks of a course, under this component, two tests will have to be conducted in a semester for 25 marks each and the same is to be scaled down to 10 marks each. Standard format is given below.

C.In the case of 50 percent of CIE weightage courses, faculty members can choose assessment methods accordingly for the required marks as mentioned above.

Template for IAT Internal Assessment Test

Name of the Course:

Duration: 1 Hours

Course Code:

Total Marks: 25

SECTION-A

I. Answer any two of the following questions. (Questions related to Concepts) (2X 2 = 4)

- 1.
- 2.
- 3.

SECTION-B

II. Answer any two of the following questions. (Questions are related to Understanding and Application) (2 X 5 = 4)

- 4.
- 5.
- 6.

SECTION- C

III. Answer any one of the following questions. (Questions are related to analysis and evaluation) (1 X 11 = 11)

- 7.
- 8.

XXXXXXXX

X. APPEARANCE FOR THE EXAMINATION

A candidate shall be considered to have appeared for the examination only if he/she has submitted the prescribed application for the examination along with the required fees to the university.

XI. PATTERN OF QUESTION PAPER

Section A – I (a, b, c, d, e, f, g, h)	Conceptual questions) Answer any SIX out of EIGHT Sub-questions	06 x 02 = 12 Marks
Section B – 2, 3, 4, 5, 6,	(Application questions) Answer any THREE out of FIVE questions	03 x 04 = 12 marks
Section C – 7, 8, 9, 10, 11	(Analysis and understanding questions) Answer any THREE out of five questions	03 x 12 = 36 marks
	TOTAL	60 Marks

A Programme Structure

SEMESTER I

Sl No	Course Code	Title of the Course	Category of courses	Teaching hours per week (L+T+P)	SEE	CIE	Total Marks	Credits
1	Lang.1.1	Language – I	AECC	3+1+0	70	30	100	3
2	Lang.1.2	Language – II	AECC	3+1+0	70	30	100	3
3	BBAA 1.1	Introduction to Aviation & Airline Industry	DSC	3+0+2	70	30	100	4
4	BBA 1.2	Fundamentals of Accountancy	DSC	4+0+0	70	30	100	4
5	BBA 1.3	Principles of Airline and Airport Operations	DSC	4+0+0	70	30	100	4
6	BBA 1.4	Digital Fluency – Aviation Business Communication	SEC-SB	1+0+2	50	50	100	2
7	BBA 1.5	Air Transport & Regulations	OEC	3+0+0	50	50	100	3
8		Physical Education -Yoga	SEC-VB	0+0+2				1
9		Health and Wellness	SEC-VB	0+0+2				1
Sub - Total (A)					450	250	700	25

Note:

- Ø One Hour of Lecture is equal to 1 Credit.
- Ø One Hour of Tutorial is equal to 1 Credit (Except Languages).
- Ø Two Hours of Practical is equal to 1 Credit

Acronyms Expanded

Ø AECC	: Ability Enhancement Compulsory Course
Ø DSC ©	: Discipline Specific Core (Course)
Ø SEC-SB/VB	: Skill Enhancement Course-Skill Based/Value Based
Ø OEC	: Open Elective Course
Ø DSE	: Discipline Specific Elective
Ø SEE	: Semester End Examination
Ø CIE	: Continuous Internal Evaluation
Ø L+T+P	: Lecture + Tutorial + Practical(s)

Note: Practical Classes may be conducted in the Business Lab or in Computer Lab or in Class room depending on the requirement. One batch of students should not exceed half (i.e., 50 or less than 50 students) of the number of students in each class/section. 2 Hours of Practical Class is equal to 1 Hour of Teaching, however, whenever it is conducted for the entire class (i.e., more than 50 students) 2 Hours of Practical Class is equal to 2 Hours of Teaching.

Name of the Program: Bachelor of Business Administration in Aviation Management (BBA)

Course Code: BBAA 1.1

Name of the Course: Introduction to Aviation and Airline Industry

Course Credits	No. of Hours per week	Total No. of Teaching Hours
4 Credits	4 Hrs	56 Hrs

Pedagogy: Classroom lecture, tutorials, Group discussion, Seminar, Case studies & field work etc.,

Course Outcomes: The students will learn about the infrastructure supporting aviation, i.e; airports, airlines & aviation organizations. This course is designed to equip you with the knowledge and experience you will need to establish your career in the area of Aviation Management.

Syllabus

Module No. 1: INTRODUCTION TO AVIATION & AIRLINE INDSTURY (12 Hrs)

Aviation – Introduction - Meaning & Genesis of Aviation - Aviation Terminology - Regulatory Bodies
 – DGCA, BCAS, ICAO, IATA - IATA Phonetics - Airport and Airline Codes - World Time Zone - Landside and Airside – Areas – Terminal Building – Apron – Runway AIRLINE INDUSTRY: Scope – Types – Scheduled and Non-Scheduled Flights – Air Cargo Transport – Economic and Social impact – Key Performance indicators

Module No. 2: FUNDAMENTAL PRINCIPLES OF THE AIR TRASNPOT INDUSTRY (12 Hrs)

Major Airlines in India & Globally – Types of Carriers and Organization Structure – Cockpit Positions in flight – Cabin Positions in Flight – AAI in India Aviation, Major Roles of AAI, Airline Services - Airline Business Models

Module No. 3: INFRASTRUCTURE AND MAJOR INPUT FACTORS (12 Hrs)

Aircrafts: Types, Operations & Performance, Load Planning and Dangerous Goods Regulations (DGR)
 DGR: Basics of Flight, Domestic & International Procedure & Requirement, Warehouse Procedure & Transportation, Booking, Acceptance, Cargo Weighment, Billing, Customs Clearance Documentation, Screening & Storage.
 Airports: Types, Functions, Facilities & Accessibility. Types of Airline Personnel – Flight crew and Cabin Crew – Training – Organizational Culture

Module No. 4: INTRODUCTION TO AIR CARGO MANAGEMENT (12 Hrs)

Cargo Management – Definitions, Common Terms & Abbreviations. Agents – Air Waybill, Cargo, Conditions of Carriage, Consignor, Tariff, Passenger Aircraft, Cargo Aircraft, Types of Cargo, Air Air Cargo Transportation.

**Skill Developments
 Activities:**



Reference Books:

1. Introduction to Aviation Management, Vlo 3 Wal, Christoph Fay, Ronald Gleich, LIT Verlag Munster 2021
2. EROSPACE: The Journey of Flight, 2nd Edition
3. IATA Book on Airline Customer Service
4. The Global Airline Industry, Dr. Peter Belobaba Master of Science, Ph.D.,Amedeo OdoniPh.D Professor Cynthia Barnhart, 2009

Note: Latest edition of textbooks and reference Books may be used
Continuous Internal Evaluation
(CIE)

SL No.	Parameters for the Evaluation	Marks
1	Continuous & Comprehensive Evaluation (CCE)	10 Marks
2	Internal Assessment Tests (IAT)	20 Marks
	Total of CIE (A+B)	30 Marks
3	Semester End Examination (SEE)	70 Marks
	Total of CIE and SEE (A + B + C)	100 Marks

Name of the Program: Bachelor of Business Administration in Aviation Management (BBA)

Course Code: BBAA 1.2

Name of the Course: Fundamentals of Accountancy

Course Credits	No. of Hours per week	Total No. of Teaching Hours
4 Credits	4 Hrs	56 Hrs

Pedagogy: Classrooms lecture, tutorials, Group discussion, Seminar, Case studies & field work etc.,

Course Outcomes: On successful completion of the course, the Students will be able to

- Understand the Basic Concepts of Accounting
- The Ability to Pass Journal Entries and Prepare Ledger Accounts
- The Ability to prepare Subsidiaries Books
- The Ability to prepare Trial Balance and Final Accounts of Proprietary concern.
- Ability to use Accounting Concepts in Spreadsheet.

Syllabus

Module No. 1: INTRODUCTION TO ACCOUNTANCY (10 Hrs)

Introduction – Meaning and Definition – Objectives of Accounting – Functions of Accounting– Users of Accounting Information – Limitations of Accounting – Accounting Cycle - Accounting Principles – Accounting Concepts and Accounting Conventions. Accounting Standards– objectives- significance of accounting standards. List of Indian Accounting Standards.

Module No. 2: ACCOUNTING PROCESS (12 Hrs)

Meaning of Preparation of Statement of Profit and Loss and Balance Sheet of a proprietary concern with special adjustments like Depreciation, Outstanding And Prepaid Expenses, Outstanding And Received In Advance Of Incomes, Provision For Doubtful Debts, Drawings And Interest on capital. Double entry system – Process of Accounting – Kinds of Accounts – Rules-Transaction Analysis – Journal – Ledger – Balancing of Accounts – Trial Balance – Problems on Journal, Ledger Posting and Preparation of Trial Balance

Module No. 3: SUBSIDIARY BOOKS (14 Hrs)

Meaning – Significance – Types of Subsidiary Books –Preparation of Purchases Book, Sales Book (With Tax Rate) , Purchase Returns Book, Sales Return Book, Bills Receivable Book, Bills Payable Book. Types of Cash Book- Simple Cash Book , Double Column Cash Book , Three Column Cash Book and Petty Cash Book(Problems only on Three Column Cash Book and Petty Cash Book).

Module No. 4: FINAL ACCOUNTS OF PROPRIETARY CONCERN (14 Hrs)

Preparation of Statement of Profit and Loss and Balance Sheet of a proprietary concern with special adjustments like Depreciation, Outstanding And Prepaid Expenses, Outstanding And Received In Advance of Incomes, Provision for Doubtful Debts, Drawings and Interest On Capital.

Module No. 5: EXPERIENTIAL LEARNING (06 Hrs)

Creation of Subsidiary Books in Spreadsheet: Purchases Book, Sales Book (With Tax Rate), Purchase Returns Book, Sales Return Book, Bills Receivable Book, Bills Payable Book. Types of Cash Book- Simple Cash Book , Double Column Cash Book , Three Column Cash Book and Petty Cash Book. Preparation of Statement of P/L, Balance Sheet in Spreadsheet.

Skill Developments Activities:

- List out the accounting concepts and conventions.
- Prepare a Bank Reconciliation Statement with imaginary figures

- Collect the financial statement of a proprietary concern and record it.
- Prepare a financial statement of an imaginary company using spreadsheet
- Any other activities, which are relevant to the course.

Reference Books:

- Hanif and Mukherjee, Financial Accounting, McGraw Hill Publishers
- Arulanandam & Raman; Advanced Accountancy, Himalaya Publishing House
- S.Anil Kumar,V.Rajesh Kumar and B.Mariyappa–Fundamentals of Accounting, Himalaya Publishing House.
- Dr. S.N. Maheswari, Financial Accounting, Vikas Publication
- S P Jain and K. L. Narang, Financial Accounting, Kalyani Publication
- Radhaswamy and R.L. Gupta, Advanced Accounting , Sultan Chand
- M.C. Shukla and Goyel, Advanced Accounting , S Chand.

Note: Latest edition of textbooks and reference Books may be used

**Continuous Internal Evaluation
(CIE)**

SL No.	Parameters for the Evaluation	Marks
1	Practicals in spreadsheet (Excel)	20 Marks
2	Record Book	10 Marks
	Total of CIE (A+B)	30 Marks
3	Semester End Examination (SEE)	70 Marks
	Total of CIE and SEE (A + B + C)	100 Marks

Name of the Program: Bachelor of Business Administration in Aviation Management (BBA)

Course Code: BBAA 1.3

Name of the Course: Principles of Airline and Airport Management

Course Credits	No. of Hours per week	Total No. of Teaching Hours
4 Credits	4 Hrs	56 Hrs

Pedagogy: Classroom lecture, tutorials, Group discussion, Seminar, Case studies & field work etc.,

Course Outcomes: To enable the students in learning the development and growth of global Aviation Industry (Pre & Post COVID) , which shall be the right foundation for a prospective career in Airlines & Airport Management for the students.

Syllabus

Module No. 1: INTRODUCTION AIRLINE AND AIRPORT MANAGEMENT (10 Hrs)

History of Aviation- Development of Air transportation in India- Major players in Airline Industry-Market potential of Indian Airline Industry— Current challenges in Airline Industry- Competition in Airline Industry.

Module No. 2: ICAO & IATA (12 Hrs)

ICAO – International Civil Aviation Organisation International body comprising Governments of various Countries Origin – Aims of ICAO, Functions of ICAO-Role of ICAO in International Air Transportation IATA- International Air Transportation Association IATA is the world organization of Scheduled Airlines of all countries Origin – Aims of IATA, Functions of IATA-Role of IATA in International Air Transportation

Module No. 3: AIRPORT MANAGEMENT (14 Hrs)

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 – DGCA –AAI.

Module No. 4: AIRLINE OPERATIONS (14 Hrs)

Organisation Structure of Airline Sectors Airline Terminal Management- Flight Information Counter/Reservation and Ticketing- Check In/Issue of Boarding Pass-Customs and Immigration Formalities-Co-ordination- Security Clearance-Baggage-Handling-Handling of Stretcher Passengers and Human Remains-Handling of CIP, VIP & VVIP- Co-ordination of Supporting Agencies /Departments

Skill Developments Activities:

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Any other activities, which are relevant to the course.

Reference Books:

- Wells. A, "Airport Planning and Management," 4th edition, McGraw-hill, London, 2000.
- Alexander T. Well, Seth Young, "Principles of Airport Management," McGraw Hill 2003
- Aviation Maintenance Management – Harry A. Kinnison – McGraw Hill
- Risk Management and Error Reduction in Aviation Maintenance – Manoj S. Patankar and James C.Taylor – Ashgate Publishing Ltd.
- Managing Maintenance Error – James Reason and Alan Hobbs - Ashgate Publishing Ltd

Note: Latest edition of textbooks and reference Books may be used

**Continuous Internal Evaluation
(CIE)**

SL No.	Parameters for the Evaluation	Marks
1	Continuous & Comprehensive Evaluation (CCE)	10 Marks
2	Internal Assessment Tests (IAT)	20 Marks
	Total of CIE (A+B)	30 Marks
3	Semester End Examination (SEE)	70 Marks
	Total of CIE and SEE (A + B + C)	100 Marks

Name of the Program: Bachelor of Business Administration in Aviation Management (BBA)

Course Code: BBAA 1.4 (SEC - SB)

Name of the Course: Digital Fluency – Aviation Business Communication

Course Credits	No. of Hours per week	Total No. of Teaching Hours
2 Credits	3 Hrs	28 Hrs
<p>Pedagogy: Classrooms lecture, tutorials, Group discussion, Seminar, Case studies, Lab & field work etc.,</p>		
<p>Course Outcomes: To enable the students to learn the nuances of good communication. On successful completion of the course, the students would have understood the Methods of communication, types of communication, & the barriers of communication.</p>		
<p>Syllabus</p>		
<p>Module No. 1: Fundamentals of Business Communication (04 Hrs) Essential & Importance of Business Communication (Verbal & Non-Verbal). Methods, Types & Barriers of Communication</p>		
<p>Module No. 2: Communication through letters (04 hrs) – Layout of Business Enquiries – Offers and Quotations – Orders – Executions of Orders – Cancellation of Orders – Claims – Adjustments and settlements of accounts – Letters of complaints – Collection Letters – status enquiries – Bank Correspondence – Tenders</p>		
<p>Module No. 3: Communication through Reports (04 Hrs) Correspondence with various stake holders & Directors – Agenda setting – Minutes of the Meeting – Contents – Reports by individuals – Committees – Annual Reports – Application for appointment – reference & appointment orders</p>		

Module No. 4: E-mail & Internal Communication (04 Hrs)

Structure – email etiquettes – salutations – short speeches -0 Memo – Circulars – Notices – Explanation to higher authorities

Skill Developments Activities:

- Effective communicator
- Draft a Covering letter using Word Processor
- Systematically draft different emails

Any other activities, which are relevant to the course.

Reference Books:

- Rajendra Pal Korahill – Essentials of Business Communication, Sultan Chand & Sons
- Rodriguez MV – Effective Business Communication Concepts, Vikas Publishing Company
- Note: Latest edition of textbooks and reference Books may be used

**Continuous Internal Evaluation
(CIE)**

SL No.	Parameters for the Evaluation	Marks
1	Practicals	30 Marks
2	Record Book	20 Marks
	Total of CIE (A+B)	50 Marks
3	Semester End Examination (SEE)	50 Marks
	Total of CIE and SEE (A + B + C)	100 Marks

Name of the Program: Bachelor of Business Administration in Aviation Management (BBA)

Course Code: BBAA 1.5
(OEC)

Name of the Course: Air Transport & Regulation

Course Credits	No. of Hours per week	Total No. of Teaching Hours
3 Credits	3 Hrs	42 Hrs

Pedagogy: Classroom lecture, tutorials, Group discussion, Seminar, Case studies & field work etc.,

Course Outcomes:

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Syllabus

Module No. 1 : Air Transport :
Evolution of Air Transport – Aerostats to Aerodynes . Airships , Aeroplanes and Aircraft Types . Aircraft Components.

Module No. 2:

Basic Aerodynamics and Aircraft's Performance: Bernoulli's Principle , Four Forces of Flight, Pitch Roll and Yaw of an Aircraft . Mission Profiles : Simple Cruise , Weapon Drop and Sky Refueling . Phases of Flight and Four Forces of Flight : Take Off, Level Flight, Loitering, Ascent and Descent, Gliding and Landing .

Module No. 3:

Standards and Recommended Practices of ICAO :

- Annex 1 to Annex 19 ,
- Annex 1 - Personnel Licensing
- Annex 2 - Rules of the Air
- Annex 3 - Meteorological Services
- Annex 4 - Aeronautical Charts
- Annex 5 - Units of Measurement
- Annex 6 - Operation of Aircraft
- Annex 7 - Aircraft Nationality and Registration Marks
- Annex 8 - Airworthiness of Aircraft
- Annex 9 - Facilitation
- Annex 10 - Aeronautical Telecommunications
- Annex 11 - Air Traffic Services
- Annex 12 - Search and Rescue
- Annex 13 - Aircraft Accident and Incident Investigation
- Annex 14 - Aerodromes
- Annex 15 - Aeronautical Information Services
- Annex 16 - Environmental Protection

Annex 17 - Security
Annex 18 - The Safe Transportation of Dangerous Goods by Air
Annex 19 - Safety Management

Module No. 4: DGR : An overview of 9 Classes of DGR and their Divisions :

Class 1: Explosives

Class 2: Gases

Class 3: Flammable liquids

Class 4: Flammable solids

Class 5: Oxidizing substances and organic peroxides

Class 6: Toxic and infectious substances

Class 7: Radioactive material

Class 8: Corrosive substances

Class 9: Miscellaneous dangerous substances and articles.

Reference Books:

- Guides to IATA/UFTAA Training Courses and journals published by International Air Transport Association and Universal Federation of Travel Agent Association
- Jagmohan Negi – Air Travel Ticketing and Fare Construction, Kanishka Publishers, New Delhi, 2004
- Jagmohan Negi – International Tourism and Travel, S.Chand & Company Ltd, New Delhi, 2004
- Mohinder Chand – Travel Agency Management – An Introductory Text, 2nd Revised and Enlarged Edition, Anmol Publications Pvt Ltd, New Delhi.
- <http://www.iata.org/training/subject-areas/Pages/fares-ticketing-courses.aspx>
- <https://www.amazon.in/Air-Fares-Ticketing-Doris-Davidoff/dp/0133244849>

Note: Latest edition of textbooks and reference Books may be used

**Continuous Internal Evaluation
(CIE)**

SL No.	Parameters for the Evaluation	Marks
1	Practical	30 Marks
2	Record Book	20 Marks

	Total of CIE (A+B)	50 Marks
3	Semester End Examination (SEE)	50 Marks
	Total of CIE and SEE (A + B + C)	100 Marks

BBA Aviation Management

Semester II

Sl No.	Course Code	Title of the Course	Category of courses	Teaching hours per week (L+T+P)	SEE	CIE	Total Marks	Credits
1	Lang.1.1	Language – I	AECC	3+1+0	70	30	100	3
2	Lang.1.2	Language – II	AECC	3+1+0	70	30	100	3
3	BBAA 1.1	Passenger & Baggage Handling	DSC	3+0+2	70	30	100	4
4	BBA 1.2	Management Behavioral Process	DSC	4+0+0	70	30	100	4
5	BBA 1.3	Airline Customer Services	DSC	4+0+0	70	30	100	4
6	BBA 1.4	Digital Fluency – Aviation Business Communication	SEC-SB	1+0+2	50	50	100	2
7	BBA 1.5	Aviation Law	OEC	3+0+0	50	50	100	3
8		Physical Education – Yoga	SEC-VB	0+0+2				1
9		Health and Wellness	SEC-VB	0+0+2				1
Sub - Total (A)					450	250	700	25

Name of the Course: Passenger & baggage handling

Course Credits	No. of Hours per week	Total No. of Teaching Hours
3 Credits	3 Hrs	42 Hrs
Pedagogy: Classroom lecture, tutorials, Group discussion, Seminar, Case studies & field work etc.,		
Course Outcomes: <ul style="list-style-type: none">•		
Syllabus		
Module No. 1: Airport Terminal : Terminal and Types of Terminal as per IATA and Modern day Terminals		
Module No. 2: Passenger Profiling: VVIP, VIP, CIP , UNM , ABP and UBP and Special Assistance Required Pax , Leisure and Business Travellers, Transfer and Transit Passengers , Facilities and Services provided at Airports for passengers.		
Module No. 3: Baggage Handling : Baggage Flow : From Check In to Aircraft and Aircraft to Belt . BRS . Baggage Carrying belts : Conveyor and Carousel. Swing Operations at busy Airports.		
Module No. 4: Baggage Handling : Damaged Baggage, Prilferage, Fragile Baggage and Mishandled Baggage. PIR and Lost Baggage Claim procedures		
Skill Developments Activities: <ul style="list-style-type: none">•		

Reference Books:

1. IATA : Passenger Handling Manual
2. IATA : Aircraft Handling Manual
3. IATA : Introduction to Airport Operations
4. IATA : Introduction to DGR and
5. ICAO : Annex 9 : Facilitation

Name of the Course: Airline Customer Service

Course Credits	No. of Hours per week	Total No. of Teaching Hours
3 Credits	3 Hrs	42 Hrs
Pedagogy: Classroom lecture, tutorials, Group discussion, Seminar, Case studies & field work etc.,		
Course Outcomes:		
<ul style="list-style-type: none"> • 		
Syllabus		
Module No. 1: Customer Service : Golden Rules of Customer Service, Myths in Customer Service		
Module No. 2: Behavior styles : Assertive, Aggressive and Passive Customers , Customer Classification based on Brand Loyalty : Hard Core Loyalists , Split Loyalists and Switchers . Customer Classification based on Complaining attitude: Aggressive, Ripp Off , Chronic Complainer and Meek		
Module No. 3: Lounge Services : Eligibility for Lounge services, Procedures for accepting PAX at lounge.		
Module No. 4: Codes for Facilities and services offered : Food , Wheelchair and Stretcher etc.,.		
Skill Developments Activities:		

Reference Books:

1. IATA : Passenger Handling Manual
2. IATA : Aircraft Handling Manual
3. IATA : Introduction to Airport Operations
4. IATA : Introduction to DGR and
5. ICAO : Annex 9 : Facilitation

Name of the Course: Management Behavioral Process

Course Credits	No. of Hours per week	Total No. of Teaching Hours
3 Credits	3 Hrs	42 Hrs
Pedagogy: Classroom lecture, tutorials, Group discussion, Seminar, Case studies & field work etc.,		
Course Outcomes:		
Syllabus		
Module No. introduction to principles of management:		
1.1 Introduction		
1.2 Management – Meaning, Scope & Functions		
1.3 Scientific Management		
1.4 Levels of Management and Managerial Skills		
1.5 Planning, Organizing, Staffing, Directing, Controlling		
1.6 General Principles of Management		
1.6.Taylor's & Fayol's Principles.		
Module No. 2: The bureaucratization of organizations.		
2.1 Organisational Behaviour-concepts, determinants, models, challenges and opportunities of OB.		
2.2 Transaction cost and organizational behaviours Contributing disciplines to the OB.		
2.3 Individual Behaviour: Foundations of individual behaviour, values, attitudes, personality and emotions.		
2.4 Theory X and Theory Y, Chris Argyris behaviour patterns, Perceptual process.		
Module No. 3:		
Group Decision making and Communication:		
3.1 Concept and nature of decision-making process,		
3.2 Individual versus group decision making,		
3.3 Nominal group technique and Delphi technique, models of communication, communication effectiveness in organizations.		
3.4 Feedback, TA, Johari Window.		
Module No. 4: Motivation:		
4.1 Need hierarchy, Maslow's Need Hierarchy, Two-factor theory, Contemporary theories of motivation (ERG, Cognitive evaluation, goal setting, equity) expectancy model.		
4.2 Behavior modification, Motivation, and organizational effectiveness.		

4.3 Contemporary issues in leadership. Power and conflict.

Skill Developments Activities: