



Karnataka State Higher Education Council

## **BANGALORE UNIVERSITY**

### **Curriculum Framework for Undergraduate Program**

**Bachelor of Business Administration (BBA)**

**AVIATION MANAGEMENT**

**For 5<sup>th</sup> & 6<sup>th</sup> Semester from the**

**Academic Year 2023-24**

**(NEP 2020)**



## BBA Aviation Management-SEMESTER V

Sl. no.	Course Code	Title of the Course	Category of Course	Teaching hours per Week (L+T+P)	SEE	CIE	Total Marks	Credits
1	BBA AM 5.1	Operation Research	DSC	4+0+0	60	40	100	4
2	BBA AM 5.2	Income Tax Law and Practice	DSC	3+0+2	60	40	100	4
3	BBA AM 5.3	Airport Strategic Planning	DSC	4+0+0	60	40	100	4
4	BBA AM 5.4	Elective -1 Airline Customer Relationship Management/ Air Cargo Cold Chain Management	DSE	4+0+0	60	40	100	3
5	BBA AM 5.5	Elective -2 Cabin Crew Management / Air Cargo Management	DSE	4+0+0	60	40	100	3
6	BBA AM 5.6	Vocational 1 -Internship	4-6 Weeks	90 Hours		60-Report & 40 Viva voce	100	3
7	BBA AM 5.7	Cyber Security/ Employability skill	SEC-VB	2+0+2	60	40	100	3
		Sub - Total (D)			360	340	700	24

## BBA Aviation Management-SEMESTER VI

SL No.	Course Code	Title of the Course	Category of Course	Teaching Hours per Week (L+T+P)	SEE	CIE	Total Marks	Credits
1	BBA AM6.1	Entrepreneurship Management	DSC	4+0+0	60	40	100	4
2	BBA AM 6.2	GST Law and Practice	DSC	3+0+2	60	40	100	4
3	BBA AM 6.3	Aviation Law and Regulations	DSC	4+0+0	60	40	100	4
4	BBA AM 6.4	Elective -1 Air Travel Management/ Air Customs	DSE	4+0+0	60	40	100	3
5.	BBA AM 6.5	Elective -2 Aircraft Maintenance Management / Aviation Resource & Services Management	DSE	4+0+0	60	40	100	3
6	BBA AM 6.6	Vocational 2 -Project	4-6 Weeks			60 Project & 40 Viva voce	100	3
7	BBA AM 6.7	Technological Trend in Aviation	SEC - SB	2+0+2	25	25	50	3
		Sub - Total ( D )			390	260	650	24

**Note:**

1. Students have to choose Two Electives in V Semester and Continue with the same Elective combinations in VI Semester.
2. Course Contents of DSE and vocational course increase by 10- 20% accordingly work load increase from 3Hrs to 4 Hrs ( 3+0+2) 3 Hrs-lecture , 0 Hrs-tutorial and 2 Hrs-practical equals to 1 Hr theory, however credit will remain the same (3). It has been approved by BOS.
3. Employability skills should be taught by commerce faculty and it has been approved by BOS.

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

**Course Code:** BBA AM 5.1 DSC

**Name of the Course:** Operation Research

Course Credits	No. of Hours per week	Total No. of Teaching Hours
4 Credits	4 Hours	56
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course Outcome:-</b> The objective is to provide basic knowledge of quantitative methods and their commercial application for decision making in business. To help students, apply these tools in managerial decision making. On successful completion of this course, the students should have understood Operations Research Models Game theory, Queuing theory, PERT, CPM, etc.		
<b>Syllabus</b>		
<b>UNIT-I Introduction to Operations Research</b>		<b>(10 Hours)</b>
Meaning - Scope - Models - Limitation. Linear Programming - Formulation - Application in Management decision making (Graphical method only)		
<b>UNIT - II Transportation</b>		<b>(12 Hours)</b>
Importance, terminologies used, different methods for finding Initial basic feasible solution; (non-degenerate only) Assignment problems - Importance and characteristics of assignment problem, Simple Problems only		
<b>UNIT - III Game Theory</b>		<b>(14 Hours)</b>
Queuing theory - Types, pure and mixed strategies with two people zero sum game, principle of dominance. Graphical Solution - $m \times 2$ and $2 \times n$ type. Solving game by Dominance property - fundamentals - Simple problems only. Replacement problem - Replacement of equipment that deteriorates gradually (value of money does not change with time)		
<b>UNIT - IV CPM - Principles</b>		<b>(10 Hours)</b>
Construction of Network for projects - Types of Floats - Slack- crash program.		
<b>UNIT -V PERT</b>		<b>(10 Hours)</b>
Time scale analysis - critical path - probability of completion of project - Advantages and Limitations.		
<b>Note:</b> Theory and problem shall be distributed at 20% and 80% respectively.		
<b>Skill Development</b>		
1. Construction of Team and Assigning Roles and Responsibility 2. Assigning Projects and instructing them to minimize cost and time. 3. Critical Thinking, Time Management		
<b>REFERENCE BOOKS</b>		
Kanti Swarup, Gupta R.K. - Operations Research P.R. Vittal - Operations Research Gupta S.P. - Statistical Methods. Sanchethi and Kapoor: Business Mathematics, Sultan Chand C.S Mujawar : Statistics for Managers I.K. International Publishers Dr. Alice Mani: Quantitative Methods for Business - II, SBH.		

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

**Course Code: BBA AM 5.2 DSC**

**Name of the Course: Income Tax Law and Practice**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>4 Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course Outcome:-</b> Course Outcomes: On successful completion of the course, the students will be able to: <ol style="list-style-type: none"> <li>Comprehend the procedure for computation of Total Income and tax liability of an individual.</li> <li>Understand the provisions for determining the residential status of an Individual.</li> <li>Comprehend the meaning of Salary, Perquisites, and Profit in lieu of salary, allowances and various retirement benefits.</li> <li>Compute the income house property for different categories of house property.</li> </ol>		
<b>Syllabus</b>		
<b>UNIT 1: Introduction to Income Tax</b>		<b>(12 hrs.)</b>
Income Tax: Brief History - Legal Frame Work – Types of Taxes - Cannons of Taxation – Important Definitions – Assessment – Assessment Year – Previous Year – Exceptions to the general rule of Previous Year - Assesse – Person – Income - Casual Income – Gross Total Income – Agricultural Income Residential Status: Residential Status of an Individual – Resident – Not Ordinarily Resident – Non-resident – Determination of Residential Status – Incidence of Tax – Problems on Scope of Total Income. Exempted Incomes: Introduction – Exempted Incomes U/S 10 (Restricted to Individual Assesse) – Only theory		
<b>UNIT 2: Income from Salary</b>		<b>(12 hrs.)</b>
Meaning – Basis of Charge – Advance Salary – Arrears of Salary - Definitions – Salary Allowances – Fully Taxable Allowances – Partly Taxable Allowances – Fully Exempted Allowances – Perquisites – Tax Free Perquisites – Taxable Perquisites – Perquisites Taxable in all Cases – Perquisites Taxable in Specified Cases – Profits in Lieu of Salary – Provident Fund – Transferred Balance – Deductions from Salary U/S 16 – Problems on Income from Salary (excluding retirement benefits).		
<b>UNIT 3: Income from House Property</b>		<b>(12 hrs.)</b>
Basis of Charge – Deemed Owners – Exempted Incomes from House Property – Treatment of Composite Rent – Annual Value – Determination of Annual Value – Treatment of Unrealized Rent – Loss due to Vacancy – Deductions from Annual Value – Problems on Income from House Property(Excluding Pre-Construction interest)		
<b>Unit 4: Profits and Gains from Business and Profession</b>		<b>(12 hrs.)</b>
Meaning and Definition of Business, Profession – Expenses Expressly Allowed –		

Allowable Losses – Expenses Expressly Disallowed – Expenses Allowed on Payment Basis - Problems on Business relating to Sole Trader only and Problems on Profession relating to Chartered Accountant, Advocate and Doctor.

**Unit 5: Computation of Total Income**

**(08 hrs.)**

Income from Capital Gains, Other Sources (Theory only) and Deductions U/S 80C, D,E,G. Simple problems on Computation of Total income of an Individual

**SKILL DEVELOPMENT:**

1. Prepare a slab rates chart for different Individual assesses.
2. Visit any Chartered Accountant office Collect and record the procedure involved in filing the Income tax returns of an Individual.
3. List out any 10 Incomes exempt from tax of an Individual.
4. Prepare the list of perquisites received by an employee in an organization.
5. Identify and collect various enclosures pertaining to Income tax returns of an individual.
6. Any other activities, which are relevant to the course.

**REFERENCE BOOKS:**

1. Mehrotra H.C and T.S.Goyal, Direct taxes, Sahithya Bhavan Publication, Agra.
2. Vinod K. Singhanian, Direct Taxes, Taxman Publication Private Ltd, New Delhi.
3. Gaur and Narang, Law and practice of Income Tax, Kalyani Publications, Ludhiana.
4. Bhagawathi Prasad, Direct Taxes.
5. B.Mariyappa, Income tax Law and Practice-I, Himalaya Publishing House. New Delhi.s
6. Dr. Saha, Law and Practice of Income Tax, Himalaya Publishing House.

Note: Latest edition of text books may be used

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

**Course Code:** BBA AM 5.3 DSC

**Name of the Course:** AIRPORT STRATEGIC PLANNING

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>4 Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course Outcome:-</b> A solid foundation in aviation management systems, operations in relation to environment, safety and risk management, strategic aviation marketing, and fleet planning skills Practical exposure through guest talks by industry leaders, faculty experts, and professionals who are at the forefront of research in airline operations, safety management, marketing, regulations and policy, economics, and finance Real-life case studies, industry visits, and expert inputs enable students to acquire hands-on learning experiences and pursue rewarding careers		
<b>Syllabus</b>		
<b>UNIT 1: INTRODUCTION</b>		<b>(12 hrs.)</b>
Introduction – Air Transport – Growth of Air Transport – Classifications of Airports and Airfield Components – Airport Organizations – Air Traffic Zones and Approach Areas – Development of Airport Planning Process – Consumers – Airline Decision and Other Airport Operations		
<b>UNIT 2: PLANNING AND DESIGNING THE TERMINAL AREA</b>		<b>(10 hrs.)</b>
Operational Concept – Space Relationships and Area Requirement – Noise Control – Vehicular Traffic and Parking at land side and Air side of Airports		
<b>UNIT 3: AIRTRAFFIC CONTROL AND NAVIGATION</b>		<b>(12 hrs.)</b>
Air Traffic Control and Aids – Runways and Taxiways Markings – Day & Night Landing Aids – Airport Lighting and Other Associated Aids		
<b>UNIT 4: AIRPORT PLANNING AND SURVEYS</b>		<b>(12 hrs.)</b>
Introduction – Airport Planning and Surveys – Runway Length and Width, Sight Distances – Longitudinal and Transverse – Runway Intersections – Taxiways, Clearances, Aprons, Numbering, Holding Apron. And visual docking system		
<b>UNIT 5: AIRPORT CHARACTERISTICS RELATED TO AIRPORT DESIGN</b>		<b>(10 hrs.)</b>
Airport Characteristics Related to Airport Design – Component Size – Turning Radius – Speed – Airport Characteristics – Capacity and Delay – Factors Affecting Capacity – Determination of Runway Capacity Related to Delay – Gate Capacity – Taxiway Capacity		
<b>SKILL DEVELOPMENT:</b>		
<ol style="list-style-type: none"> <li>1. Prepare a Flowchart on Classification of Airports.</li> <li>2. Draw an Airport Design by your own.</li> <li>3. Assignment on Airport Planning and Survey.</li> </ol>		
<b>REFERENCE BOOKS:</b>		
<ol style="list-style-type: none"> <li>1. ATC and Airport Strategic Planning by Fly Sky Aviation Edition 2020</li> <li>2. Strategic Airport Planning by Robert E Caves , Geoffery David Gosling</li> <li>3. Strategic Management in Aviation Industry by Sascha Albert , Herbert Baum , Stefan Auerbach</li> </ol>		

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

**Course Code: BBA AM 5.4 DSE Elective I**

**Name of the Course: Airline Customer Relationship Management**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<p><b>Course Outcome: -</b></p> <ul style="list-style-type: none"> <li>• To enable the Students to learn the Major changes in the Airline industry</li> <li>• Understanding new trends in customer service</li> <li>• Learn Airline Customer Service and Techniques</li> <li>• Handle Customer Complaints</li> <li>• Managing stress and pressure.</li> </ul>		
<b>Syllabus</b>		
<b>UNIT 1: INTRODUCTION- A BETTER STANDARD OF CUSTOMER SERVICE IN AIRLINE INDUSTRY (12 hrs.)</b>		
Introduction –A better standard of Customer Service – Airline Industry Changes – Airline Deregulation – Global Alliances – The Rise of Low Cost Carrier – The Role of the Internet – Airline Industry Challenges – Airline Customer Service- Duties and Responsibilities of Front Line Staff (Cabin crew, Airline reservation Agents, Ramp Agent/Baggage handlers / Airport Baggage Agents).		
<b>UNIT 2: AVIATION NEW TRENDS IN CUSTOMER SERVICE (12 hrs.)</b>		
New Trends in Customer Service – The Always Connected Customer – Mobile Commerce – The Social Customer – Multi Channel Customer Service – Internet Channels – Mobile channel – Social Channel – Cross Channel –Customer Service Points - Call Centers vs Contact Centers – Airport Customer Service – In flight Customer Service – Communication and its Meaning – Communication Barriers- Listening – Aspects of Non-Verbal Communication		
<b>UNIT 3: AIRLINE CUSTOMER CONTACT TECHNIQUES, SOCIAL SYSTEM AND CROSS-CULTURAL AWARENESS (12 hrs.)</b>		
Customer Contact Techniques – Making a Good First Impression – Self Presentation Skills – Preparing to receive the Customer –Telephone Communication -Hints for Developing Better Telephone Listening Skills – Email Etiquette – Handling Common Questions from Customers (Situation based) –How Airlines are Using Social Media– Cross Cultural Awareness – What is Culture – Cultural Differences and its Importance		
<b>UNIT 4: AIRLINE AND AIRPORT: DEALING WITH COMPLAINTS (10 hrs.)</b>		
Dealing with Complaints –Why do Customer Complain – Developing a Customer		



Service Strategy – Legitimate vs Illegitimate Complaints – Preventing Complaints – How to Handle Complaints effectively – The Five Types of Customer who complain and How to Handle them

**UNIT 5: MANAGING STRESS AND PRESSURE**

**(10 hrs.)**

Managing Stress and Pressure: The Difference Between Stress and Pressure – What is Stress, Pressure– Common Sources of Stress –Consequences of stress on Physical health - Types of Stress - Chronic Stress – Recognizing Stress –Different ways of relieving stress – Dealing with the Irregular Operations of an Airline -

**SKILL DEVELOPMENT:**

1. List and describe the most appropriate ways to communicate effectively with the customer in face to face communication, Social media, telephone and email.
2. Write an Essay on New trends in Airline Customer Service.
3. Explain how to maintain good health in general and manage stress on the job.

**REFERENCE BOOKS:**

1. Airline Marketing and Services Management by Flysky Aviation Edition 2020
2. Customer Relationship Management by Shanmugam Sundaram / V Kumar /Werner Reinartz
3. Airline Customer Service 3<sup>rd</sup> Edition

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

**Course Code: BBA AM 5.4 DSE Elective I**

**Name of the Course: Cold Chain Management**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course Outcome:</b> Understand the technical specification, which helps during storage and distribution Exposure to legislative laws, organizational requirements, resources and environment.		
<b>Syllabus</b>		
<b>Unit 1: Cold Chain Business</b>		<b>(10 hrs.)</b>
Introduction, Cold Chain Business, Cold Chain business in Global and India, New Trends in Cold chain Logistics, Market Statistics, Customers Behavior in Cold Chain Business, History Cold storage, Efficient Cold storage management, Cold Chain Equipment, Electrical and non-electrical and solar equipment, Equipment's and types of vehicles used for Transportation.		
<b>Unit 2. Importance of Cold Chain Business</b>		<b>(12 hrs.)</b>
Changing nature of Cold Chain Business, Future of Cold Chain Business Cold Chain Components Reefer Technology, Methods of temperature control units, Role of Warehouse in Cold chain Business, Cold Chain systems, Do's and Don'ts in Cold chain Business, Temperature monitoring system, real time, temperature monitoring mapping, distribution system, cold chain distribution management.		
<b>Unit 3: Operation methods of last mile connectivity</b>		<b>(10 hrs.)</b>
Cold Chain warehousing functions. Role of MIS Information Technology in Cold chain management New trends in Cold Chain Logistics Business.		
<b>Module 4 Health and Safety in Cold Chain</b>		<b>(12 hrs.)</b>
Familiarization with the industry. Health, Safety & Environment: Introduction to safety Equipment's and their uses. Demonstration of 5S Concept on shop floor. Use of Personal Protective Equipment's (PPE). Prepare different types of documentation as per industrial need using different methods of recording information. Develop good appearance and behavior, practice, tasks as per industry standard and express good communication skill. Prepare and maintain work area and maintain health and safety at the work place. Ensure the hygiene in the warehousing, loading bay and unloading bay Follow temperature requirements for different types of products		
<b>Unit 5: Cold storage safety standards</b>		<b>(12 hrs.)</b>
Explain the various activities in storage and distribution Follow hygiene and safety aspects Take care of modified atmosphere temperature maintenance Follow appropriate temperature, humidity and refrigerant conditions at which goods have to be stored Identify areas of potential gas leaks within the cold storage Operate		

vapor detectors and alarms Handle different types of equipment like trolleys, trucks, belts, roller conveyors, etc. Identify and select appropriate spacing and size for storage Identify Palletizing requirements for the stored goods and appropriate placement on racks Follow Temperature conditions for every type of product Carry out Stack alignment and positioning

**Skill Development**

- Apply computer knowledge for electronic documentation of information if required
- Prioritize the schedule obtained, Plan and organize assigned work.
- Understand the technical specification, which helps during storage and distribution
- Exposure to legislative laws, organizational requirements, resources and environment
- Detect & resolve issues during storage and distribution activity

**Reference Books :**

Cold Chain Management for the Fresh Produce Industry in the Developing World by Tokala, Vijay Yadav | Mohammed, Majeed

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

**Course Code: BBA AM 5.5 DSE Elective II**

**Name of the Course: Cabin Crew Management**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course Outcome: -</b>		
<ul style="list-style-type: none"> <li>• To obtain a position in which students can use customer care and emergency</li> <li>• Management skills to provide passengers with a comfortable and safe flying experience.</li> <li>• Understanding the importance of safety and emergency of onboard aircraft.</li> <li>• Handling of various situations arises during flight.</li> <li>• Handling Flight catering galley procedures.</li> <li>• Importance of grooming and aviation standards to be maintained by crew.</li> </ul>		
<b>Syllabus</b>		
<b>UNIT 1: INTRODUCTION - CABIN CREW</b>		<b>(10 hrs.)</b>
Need for Cabin Crew on Board Cabin crew- Senior cabin crew, line check cabin crew - Meaning -Minimum requirement and Qualification of cabin crew- Cabin crew skills - Roles and Responsibilities of cabin crew- Pre-flight Preparations- Flight Preparation- Boarding process-Pre Take-off Preparations- Passenger Safety Brief- Crew team -Cabin Crew training -validity of training - Cabin crew competency card - Breath analyzer - Meaning		
<b>UNIT 2: OBJECTIVE &amp; SAFETY AND EMERGENCY PROCEDURES</b>		<b>(12 Hrs)</b>
Safety and Emergency Procedures (SEP) Instructor - Qualification criteria for SEP instructor - Responsibilities of First Aid instructor -Medical Standards -Airline Flight travel safety information- Turbulence -Causes of Turbulence-Turbulence Risk- Types of cabin fires- Basic firefighting Principles - Emergency Landing -Belly Landing- Water Landing, Aircraft Hijacking, Dangerous goods		
<b>UNIT 3: OBJECTIVE AND STANDARD OF CABIN CREW</b>		<b>(12 hrs.)</b>
Objective of cabin crew training -Responsibilities of cabin crew safety training manager -CRM training method- CRM for Cabin Crew-Responsibilities of CRM Instructor- Initial training and objectives - Types of Training-Initial training -Aircraft type training - Recurrent training - Differences training-Familiarization flight - Refresher training - Senior cabin crew training - Safety and emergency response procedure instructor training - Practical training -Components of all the training - General principal of cabin crew training.		
<b>UNIT 4: AIRLINE CATERING</b>		<b>(12 Hrs)</b>
Introduction to Airline Catering and Food Service- The importance of catering Activities- Delivery and acceptance of catering Supplies on Aircraft: Ramp Safety, Ramp Security, Delays and cancellations- Expected Food safety standards-Cleaning and Maintenance of Routable Equipment-Replenishment of Supplies-Checking Procedures- Billing Control-Hygiene for Cabin crew: Personal Hygiene, Washing		

Hands, Food Handling Hygiene- Food and Foreign object SOP-IATA Meal codes used in Airlines(Special meals)- -Beverages: Classification and services -Cuisines of the World- Key sub process of Food and Beverage

**UNIT 5: GROOMING**

**(10 Hrs)**

Importance of grooming-Skin Care - Types of Skin- - Hair care tips- Hair Styles- Importance of make up for men and women - Make up requirements- Makeup removal -Manicure and Pedicure for Men and Women- Wardrobe Essentials for Men and Women -How to dress for a Cabin Crew Interview for Men and women- Difference between formal, semi-formal and informal dress.

**SKILL DEVELOPMENT:**

1. Airline Cabin Crew -Qualification, Responsibilities and Duties.
2. Basics of various emergency handled by cabin crew.
3. Types of Cabin crew trainings in respect to type of aircraft.
4. Assignment on Airline Catering in Airline Industry.
5. Practical training on Grooming both for Men and Women.

**REFERENCE BOOKS:**

1. Cabin Crew Airhostess by FlySky Aviation. Edition 2020.
2. Crew Resource Management 2nd Edition: Barbara Kanki, Robert Helmreich & Jose Anca; Academic Press, 2010.
3. Global Aviation And Hospitality Management Hardcover - 1 January 2008 by Gagandeep Singh

**Name of the Program:** Bachelor of Business Administration (Aviation Management)  
**Course Code:** BBA AM 5.5 DSE Elective II  
**Name of the Course:** Air cargo Management

Course Credits	No. of Hours per week	Total No. of Teaching Hours
3 Credits	4 Hours	56
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course Outcome: -</b>		
<ul style="list-style-type: none"> <li>• To obtain a position and management skills in the field of Air Cargo.</li> <li>• Basic concepts of air cargo.</li> <li>• Documentation procedures and its importance.</li> <li>• Special handling cargo</li> <li>• Importance of training and certification in air cargo.</li> </ul>		
<b>Syllabus</b>		
<b>UNIT: 1 Basic Concept of Air Logistics</b>		<b>(10 hrs.)</b>
Introduction – Components, Advantage & Growth-Logistics in Global Organization Marketing and Logistics Channel – Environmental and Marketing Issue Inventory Management- Purpose, Type, Objective and Cost- Model of Inventory Management – MRP, DRP & JIT		
<b>UNIT: 2 Transport System Model and Warehousing</b>		<b>(10 hrs.)</b>
Deregulation and Government Rule – Transport Security Product Packaging and Pricing – Role and types of Warehouses –Bonded Warehouse –Alternative Warehousing – Trend in Material Handling – Inbound Logistics and Purchasing		
<b>UNIT: 3 Global Environment &amp; Strategy Global Supply Chain</b>		<b>(12 hrs.)</b>
International Documentation- Strategy Formulation & Implementation Quality Concept & TQM – Improving Logistics Performance		
<b>UNIT: 4 Air Cargo Types</b>		<b>(12 Hrs.)</b>
Introduction – Operations and Industry Regulations – Service Function, Organization and Liability – SLI, Types of cargo-Handling of General, Perishable, High value, Human remains, pharmaceutical Cargo, Valuable Cargo and Special Cargo- Dangerous goods – Classification, Training, IATA certification of personal handling Dangerous goods		
<b>UNIT: 5 Documentation and Handling Facility</b>		<b>(12 Hrs.)</b>
Airport Cargo Activity & Cargo Zone. Aircraft Handling with Cargo. Cargo Terminals and Facilities. Emerging trend in Cargo & Cargo Carriers. Air cargo Tariff, Rates & Charges – Valuation charges and Disbursement - Airway Bill, Function, Purpose and Validation – Insurance and custom procedure for handling cargo.		
<b>SKILL DEVELOPMENT :</b>		
1. Growth Strategy in Logistics Department in Airline Industry		

2. Write an essay on alternative warehousing trend in material handling
3. Write the functions on Cargo Agent or Freight Forwarders, Ramp
4. Assignment on Cargo Handling at Airport
5. Familiarization of Air cargo documentation.

**REFERENCES BOOKS:**

1. Aviation and Hospitality Management by FlySky Aviation. Edition 2020.
2. Kent Gourdin, —Global Logistics Management, Wiley Blackwell
3. Lambert, — Strategic Logistic Management, Academic Int Publisher
4. Alan Rushton & John Oxley, — Hand Book of Logistic and Distributionll, Kogan Page

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

Course Code: BBA AM 5.6 Elective II

Name of the Course: **Internship**

Course Credits	No. of Hours per week	Total No. of Hours
3 Credits	4- 6 Weeks	90 Hours
<b>Syllabus</b>		
<ul style="list-style-type: none"><li>• Research based on Travel Agents, Tour Operators, Service Providers, etc.</li><li>• The Student has to submit Report on internship of at least 80 Pages.</li><li>• The internship carries 100 marks consisting of 60 Marks for Report and 40 Marks viva-Voce.</li><li>• Internship shall be Discipline Specific of 90 hours (3 credits) with duration 4-6 weeks.</li><li>• Internship may be full-time/part-time (As guided by teacher).</li><li>• The student should submit the final internship report (90 hours of Internship) to the mentor for completion of the internship.</li></ul> <p><b>Note:</b> Internship certificate mandatory from the organization.</p>		



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

**Course Code: BBA AM 6.1 DSC**

**Name of the Course: Entrepreneurship Management**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>4 Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course Outcome:</b> The objective of this course is to enable the students to understand the principles of enterprise management of a business entity and its recent trends		
<b>Syllabus</b>		
<b>UNIT -1 NATURE OF MANAGEMENT AND ITS PROCESS</b>		<b>(14Hrs)</b>
Meaning, Nature and Importance of Management, Differences between Management and Administration, Management Approaches; Management Functions-Principles of Management Fayol's and Taylor's Principles; Managerial Skills; Task and Responsibilities of Professional Manager		
<b>UNIT-2 PLANNING AND ORGANIZATION -</b>		<b>(16 Hrs)</b>
a. Planning -Concept, Features, Importance, Limitations; Planning process; Types of Plans Objectives, Strategy, Policy, Procedures, Method, Rule, Budget; Plan vs Programme- Policies and Procedures; Decision making-Types- Process . b. Organization-Concept, Features, Importance, Limitations; Organizing process; Types of Organization; Flat organization - relevance- trends , work from home prospects; Centralizations and Decentralization; Delegation; Growth in Organization- Task force		
<b>UNIT-3 DIRECTION AND COORDINATION</b>		<b>( 12 Hrs)</b>
a) Direction: Concept, Features, Importance, Limitations; Elements of Direction - Supervision, Motivation and theories of motivation Leadership, Theories and Styles of leadership b) Co-ordination: Concept, Features, Importance, Types and limitations		
<b>UNIT-4 CONTROLLING -</b>		<b>(08 Hrs)</b>
Concept, Features, Importance, Limitations; Control Process; Essentials of a Good Control System; Techniques of Control- Traditional and Non-traditional Control Devices; Relationship between planning and controlling		
<b>UNIT-5 RECENT TRENDS IN MANAGEMENT</b>		<b>(06 Hrs)</b>
Change Management-Crisis Management-Global practices-International Manager- Quality of work life -Résistance to management- Risk Management-Total quality Management, Kaizan cross culture (Concepts only)		
<b>. Skill Development</b>		
1. Develop a Chart on Principles of Management 2. Prepare Chart on steps involved in decision making 3. Develop Chart on organisation structure 4. Construct a Graphic representation of Maslow's Theory. 5. List out recent trends in management		

**BOOKS FOR REFERENCE**

1. Stephen P. Robbins, Management, Pearson
2. Koontz and O'Donnell, Management, McGrawHill.
3. Griffin, Nelson, Manjunath, MGMT and ORGB, Cengage
4. L M Prasad, Principles of management, Sultan Chand and Sons
5. V.S.P Rao/Bajaj, Management process and organization, ExcelBooks.
6. T. Ramaswamy : Principles of Management, HPH.
7. Tripathi & Reddy, Principles of Management. McGraw Hill
8. R.K Sharma Shashi K Gupta Rahul Sharma: Principles of Management Kalyani Publishers

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

**Course Code: BBA AM 6.2 DSC**

**Name of the Course: GST Law and Practice**

<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>4 Credits</b>	<b>(3+0+2) 4 Hrs</b>	<b>56 Hrs</b>
<b>Pedagogy:</b> Classrooms lecture, Case studies, Tutorial Classes, Group discussion, Seminar & field work etc.,		
<b>Course Outcomes: On successful completion of the course, the students' will be able to</b>		
<ul style="list-style-type: none"> <li>a) Comprehend the concepts of Goods and Services tax.</li> <li>b) Understand the fundamentals of GST.</li> <li>c) Analyse the GST Procedures in the Business.</li> <li>d) Know the GST Assessment and its computation.</li> </ul>		
<b>Syllabus:</b>		<b>Hours</b>
<b>Module No. 1: Introduction to GST</b>		<b>10</b>
Introduction-Meaning and Definition of GST, Objectives, Features, Advantages and Disadvantages of GST, Taxes subsumed under GST, Structure of GST (Dual Model) - CGST, SGST and IGST. GST Council, Composition, Powers and Functions. CGST Act,2017-Features		
<b>Module No. 2: GST Registration and Taxable Event</b>		<b>10</b>
Registration under GST provision and process. Amendment and cancellation of registration, Taxable event -Supply of goods and services-Meaning, Scope and types- composite supply, Mixed supply. Determination of time and place of supply of goods and services. List of exempted goods and services- GST Rates on different goods and services.		
<b>Module No. 3: Valuations of Goods and Services Under GST</b>		<b>14</b>
Introduction to Valuation under GST, Meaning and Types of Consideration: a) Consideration received through money b) Consideration not received in money c) Consideration received fully in money, valuation rules for supply of goods and services: 1) General Valuation Rules; 2) Special Valuation Rules; Other cases for valuation of supply, imported services, imported goods, valuation for discount. Transaction Value: Meaning and conditions for transaction value, inclusive transaction value, and exclusive discount excluded from transaction value. Problems on GST.		
<b>Module No. 4: Input Tax Credit&amp; GST Assessment</b>		<b>12</b>

Input Tax Credit - Eligible and Ineligible Input Tax Credit; Apportionments of Credit and Blocked Credits; Tax Credit in respect of Capital Goods; Recovery of Excess Tax Credit; Availability of Tax Credit in special circumstances; Transfer of Input tax, Reverse Charge Mechanism, tax invoice, Credit and Debit Notes, Returns, Audit in GST, Assessment: Self- Assessment, Summary and Scrutiny. Special Provisions. Taxability of E-Commerce, Anti- Profiteering-Problems on input tax credit

**Module No. 5: Imports on GST**

**10**

Levy and collection of customs duty- goods included under customs duty ACT- methods of valuation of customs duty -problems

**Skill Development Activities:**

1. Prepare a tax invoice under the GST Act.
2. Write the procedure for registration under GST.
3. Prepare a chart showing rates of GST.
4. Compute taxable value and tax liability with imaginary figures under CGST, SGST and IGST.
5. List out the exempted Goods and Services under GST.

**Books for Reference:**

1. V.S.Datey, Goods and Services Taxes, Taxman.
2. SathpalPuliana, M. A. Maniyar, Glimpse of Goods and Service Tax, Karnataka Law Journal Publications, Bangalore.
3. Pullani and Maniyar, Goods and Service Tax, Published by Law Journal, Bangalore.
4. H.C. Mehrotra and V.P. Agarwal, Goods and Services Tax.
5. H.C. Mehotra and S.P. Goyal, Goods and Services Tax.
6. Ghousia Khatoon, C.M. Naveen Kumar and S.N. Venkatesh, Goods and Services Tax, Himalaya Publishing House, Bangalore.
7. R.G. Saha, S.K. Podder and Shruthi Prabhakar, Fundamentals of GST and Customs Act, Himalaya Publishing House.
8. G. B. Baligar, Goods and Services Tax, Ashok Prakashan, Hubli.

**Note: Latest edition of text books may be used.**

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

**Course Code: BBA AM 6.3 DSC**

**Name of the Course: Air Law and Regulations**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>4 Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course Outcomes:</b>		
<ul style="list-style-type: none"> <li>• At the end of this subject student will be able to know and difference between the regulatory bodies of the world aviation and local (country) aviation on the legal basis.</li> <li>• They will be able to recognize all the conventions that has held and for what purpose.</li> <li>• Basic DGCA regulation for any Airline to come under practice, Operation basic rules, Regulations for the emergency equipment on board, Aircraft and airport.</li> <li>• Introduction to Contemporary Issues in Aviation, Licensing, Certification and Economic Regulation of Airlines, Airports and ANSPs, Administrative Procedure and the Structure of Civil Aviation Agencies, Regional /Global Framework of ANSPs, International Conventional and Customary Aviation Law.</li> </ul>		
<b>Syllabus</b>		
<b>UNIT -1: Civil Aviation Regulations Authority</b>		<b>(10Hrs)</b>
DGCA; Introduction to Directorate General of Civil Aviation, DGCA functions, DGCA Organization, DGCA as Regulatory Authority		
<b>UNIT -2: Aircraft Rules</b>		<b>(12Hrs)</b>
Aircraft Act 1934, The Aircraft Rules 1937, Flight Rules, Types of Flight Rules, The AAI Act 1994, The Carriage by Air Act 1962 (CAA), Aircraft Rules 2003 (Carriage of Dangerous Goods), The Suppression of Unlawful Acts against Safety of Civil Aviation Act 1982.		
<b>UNIT -3: National Legislation</b>		<b>(12Hrs)</b>
The Air corporations Act, 1953 (27 of 1953), The Air Corporations (Transfer of undertaking and Repeal) Ordinance, 1994(4 of 1994), The Air Corporations (Transfer of Undertakings and Repeal) Act, 1994 (13 of 1994) , The National Airports Authority of India, 1985 (64 of 1985), The Airports Authority of India Act 1994 (55 of 1994), , The Tokyo Convention Act, 1975 (20 of 1975), The Anti-hijacking Act, 1982 (65 of 1975),		
<b>UNIT -4: Civil Aviation Requirements (CAR)</b>		<b>(12Hrs)</b>
Section 1-General, Section 2-Airworthiness, Section 3-Air Transport, Section 4- Aerodrome standards and Air Traffic Service, Section 5-Air Safety, Section 6- Design standards and type certification, Section7-Flight crew standards, training		

and licensing, Section 8-Aircraft operations

**UNIT- 5: - International Conventions:**

**(10Hrs)**

The Chicago conventions, 1944,  
The International Air Services Transit Agreement, 1944,  
The International Air Transport Agreement, 1944,  
The Warsaw Conventions, 1920,  
The Geneva Convention, 1948

**Skill development**

- Assignment on DGCA/AAI – Functions, Organization, Regulatory authority.
- Types of aircraft Rules.
- Understanding laws and regulations
- Different types of International convention.
- Industries Expert will conduct the Seminar/Workshop/Sessions on specific topics as mentioned below and provide the pragmatic exposure of the areas.

**References Books**

- 1.Aircraft Manual, C.A.R. Sec. II (2010)
- 2FOUNDATIONS OF AVIATION LAW, Daniel S.Riley and Michael W.Pearson, Routledge (2015)
- 3.AVIATION LAW,PaulB.Larsen, Joseph Sweeney and John Gillick, Brill - Nijhoff, (2006)
- 4.AVIATION LAW AND DRONES,DavidHodgkinson and Rebecca Johnston, Routledge

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

**Course Code: BBA AM 6.4 DSE Elective I**

**Name of the Course: Air Travel Management**

Course Credits	No. of Hours per week	Total No. of Teaching Hours
<b>3 Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course Outcome: -</b>		
<ul style="list-style-type: none"> <li>• Study world IATA Geography and freedom of Air.</li> <li>• Importance of Travel Document.</li> <li>• Understand the types of fares and Ticketing.</li> <li>• Special service procedures followed at Airport.</li> <li>• Overview of travel geography and tourism.</li> </ul>		
<b>Syllabus</b>		
<b>UNIT 1: TRAVEL GEOGRAPHY</b>		<b>(10Hrs)</b>
IATA Traffic Conference Areas (TC1, TC2, TC3) - Global indicators- Map with 3 letter code for major cities in India- Asia Pacific, Middle East - Nine Freedom of the Air.		
<b>UNIT 2: TRAVEL DOCUMENTS</b>		<b>(12Hrs)</b>
Passport- Types of Passport- Basic documents required to apply Passport- Visa- Types of Visa -Basic Documents required for visa- List of Countries on arrival visa for Indian passport and there process- Immigration - Health Certificates -Foreign Exchange-Cash-Travelers Card- Taxes, Customs and Currency -Travel Insurance-General Preventive, measures- Consequence of Negligence- Travel information Manual (TIM)		
<b>UNIT 3: AIRFARES &amp; TICKETING</b>		<b>(12Hrs)</b>
Ticketing Abbreviation- Electronic Ticket- Special passenger Type code-Ticket status - International sale indicator- Journey Sectors - Anatomy of a Journey- Itinerary-Basic Details required to make a Reservation- Elements of booking (PRINT) - Flight Minimum connecting Time - Ticketing Conditions -Journey in different classes- Special Fares - Discounted fares- Published Fare- Round trip and Circle trip fare- Re-routing- Reissue- Cancellation- Refund -Excess baggage Fee- BSP Procedure (ticketing)		
<b>UNIT 4: SPECIAL SERVICES AT AIRPORT</b>		<b>(12Hrs)</b>
Special Assistance Categories - Expectant Mother Handling Procedures - Unaccompanied Minor Procedure - Physically Incapacitated Person(Blind Passenger)- Wheel Chair Passenger- Mentally Disabled Passenger Handling Procedure - Deportees Passenger Procedure - Passenger travelling with pets - Facilities available for customers at international Airport		
<b>UNIT 5: INTRODUCTION TO TOURISM</b>		<b>(10Hrs)</b>

Introduction to Tourism – History of Tourism - Meaning and Definition of Tourism-  
- Nature and Scope of Tourism-Types of Tourism – Employment Opportunities in  
Tourism Industry- Various Advantages and Disadvantages of Tourism – Benefits of  
Tourism- Tourist Meaning -Types of Tourist- Characteristics of Tourist

**SKILL DEVELOPMENT:**

1. Prepare Chart on IATA traffic conference/Travel Geography maps
2. Assignment on Travel Documents
3. Make a chart on Employment opportunities in Travel and Tourism Industry
4. Visit travel agency and collect more information on ticketing
5. Class demonstration on Special Passenger handling

**REFERENCE BOOKS:**

- Jagmohan Negi: Air Travel and Fare Construction. - Kanishka Pub, New Delhi 2004
- Dennis. L. Foster: The Business of Travel Agency Operations and Administration (Mc. Graw Hill)
- Fundamental of Tourism and Travel by L.K.Singh



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

**Course Code: BBA AM 6.4 DSE Elective I**

**Name of the Course: AIR CUSTOMS**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course Outcomes:</b> On successful completion of the course, the students will be able to		
<ul style="list-style-type: none"> <li>• Gain knowledge of Exim polices in India</li> <li>• Gain knowledge of customs procedures</li> <li>• Understand the documentation of customs and Exim</li> <li>• Gain knowledge of foreign trade policy.</li> <li>• Understand the challenges faced by Exporters and Importers</li> </ul>		
<b>Syllabus</b>		
<b>Module No. 1: Introduction of Customs</b>		<b>(10Hrs)</b>
Importance of customs, organization chart of customs, functions and powers of customs officers, Prohibited goods, notified goods, specified goods. Restricted imports. Provisions relating to Baggage Strategy Provisions for Levi of Customs duty, Role of Custodian, Obligations of Carrier, Customs Preventive Control, Refunds and Recoveries.		
<b>Module No 2. Introduction to Exim Policies</b>		<b>(12Hrs)</b>
Special Economic Zones Scheme. ...EOU Scheme. ...EPCG Scheme, FTZ, Exim trade facility bodies, DGFT Functions, Exim Glossary's, SVB SCHEME, Prohibited goods, EXIM BANK. Customs Clearance of Cargo, smuggling and other violation and penal provisions, IGM/EGM - Amendments of IGM & EGM 2018, Procedure for Filing IGM & EGM at Customs House		
<b>Module No. 3: Documentation</b>		<b>(12Hrs)</b>
Bill of Lading, Types of Bills of Ladings, Importance of Bill of Lading, Switch Bill of Lading Hague/Hague-Visby & Hamburg Rules, Rotterdam Rules and the differences between them. BOE (Bill of Entry), Assessment process EDI (Electronic data interchange, SWIFT - Single Window Interface for Facilitating Trade, AEO - Authorized Economic Operators.		
<b>Module 4 Bonded warehouse control</b>		<b>(12Hrs)</b>
Import procedure, -Introduction of Import/Export procedures, Bill of entry, self-assessment of Import & Export Goods, Examination of Goods, Execution of Bonds, Payment duty, Risk Management System in Import and drawback clients, electronic declaration for Bill of entry and shipping, Electronic selling facilities, Classification of Goods.		
<b>Module No. 5: Customs House Agent Licensing</b>		<b>(10 Hrs)</b>
<b>Process</b> to get License for Rule 6, process procedure, G card and H Card process Importance of CHA activities, Renewal of License, Audit system, Difference		

between CHA and Freight forwarder activities High Sea sales Procedure.

**Skill Development Activities:**

1. Visit Customs Office at Airport/Seaport/ICD to understand digital courses import & export
2. Visit any CHA or Freight forwarding companies to understand the process of customs clearance and documentation.
3. Make a flow chart of end to end of a consignment.
4. Visit to SEZ Zones

**Reference Books:**

1. Exim Policy (MHRD)
2. Nextstep Institute of Logistics and Aviation Guide -Paniraj Murthy & Shobha K.V
3. Customs Law Manual – R.K. Jain
4. Export procedures and Documentation by Sudhir Kochar
5. Customs manual - 2018

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

**Course Code: BBA AM 6.5 DSE Elective II**

**Name of the Course: Aircraft Maintenance Management**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course outcome :</b>		
<ul style="list-style-type: none"> <li>• To enable the Students to learn the importance of Aircraft Maintenance without which Aircraft Movements will be disturbed terribly and the safety of Aircraft Operations cannot ensured unless the proper Maintenance is taken care as per the schedule.</li> <li>• Importance of documentation in aircraft maintenance.</li> <li>• Need and importance of quality control and auditing.</li> <li>• Responsibilities of Line Maintenance Operations</li> <li>• Maintenance Crew Skill Requirement</li> </ul>		
<b>Syllabus</b>		
<b>UNIT-1: Goals and Objectives of Maintenance</b>		<b>(12Hrs)</b>
Types of Maintenance – Reliability, Redesign. Establishing Maintenance Programme. Introduction of Maintenance Steering Group Process and Task Oriented Maintenance and maintenance Intervals Defined.		
<b>UNIT-2: Documentation for Maintenance</b>		<b>(12Hrs)</b>
Types of Documentation Regulatory Documents Airlines Generated Documents ATA Document Standards Maintenance and Engineering Organization		
<b>UNIT-3: Production Planning and Control</b>		<b>(12Hrs)</b>
-Forecasting (Production Planning & Control -Feedback for Planning Organization of PPC Technical Publications- Functions of Technical Publication (169) Technical Training – Training for Aviation Maintenance		
<b>UNIT-4: Maintenance Control Centre</b>		<b>(12Hrs)</b>
Responsibilities Line Maintenance Operations Maintenance Crew Skill Requirement Hamper Maintenance Activities Maintenance Overall Shops (off aircraft)		
<b>UNIT-5: Quality Assurance and Quality Control</b>		<b>(12Hrs)</b>
Requirement for Quality Assurance Quality audit- ISO 9000 Quality standard Reliability- Types of Reliability Maintenance Safety – Safety Rules- Accident & Injury Reporting		
<b>SKILL DEVELOPMENT:</b>		
<ol style="list-style-type: none"> <li>1. Various documents and its importance in air craft maintenance.</li> <li>2. Various types of inspections,</li> <li>3. Planning and controlling of aircraft scheduling.</li> <li>4. Write a essay on various workshops in a MRO.</li> </ol>		
<b>Reference Books:</b>		

1. Aviation Maintenance Management - Harry A Kinnison mc Graw hill.
2. Risk Management and Error Reduction in Aviation Maintenance - Manoj S. Patankar and James C. Taylor - Ashgate Publishing Ltd
3. Managing Maintenance Error - James Reason and Alan H

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

**Course Code: BBA AM 6.5 DSE Elective II**

**Name of the Course: AVIATION RESOURCE & SERVICE MANAGEMENT**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>3. Credits</b>	<b>4 Hours</b>	<b>56</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>Course outcome:</b> To enable the Students to learn and Understand the Management of Various resources and service Management in Airlines		
<b>Syllabus</b>		
<b>UNIT 1: CREW RESOURCES MANAGEMENT</b>		<b>(12Hrs)</b>
The role of crew resources management – The trouble with culture – Creating and implementing human factors ‘safety culture – human assessment – traditional flight crew and CRM training in general aviation – crew concepts in the air ambulance services.		
<b>UNIT 2: THE AIRCRAFT CABIN</b>		<b>(10Hrs)</b>
Safety issues in capital – cabin crew communication – service, teamwork and flight safety – flight attendants ‘job performances and job satisfaction		
<b>UNIT 3: FATIGUE AND STRESS</b>		<b>(10Hrs)</b>
Fatigue management in aviation – Fatigue in air activity – Stress management – the physiological factor		
<b>UNIT 4: SELECTION AND TRAINING</b>		<b>(12Hrs)</b>
Job requirements of Airline Pilots – Pilot selection process – Personality test for traffic controllers – training of pilots and crew members – the link between human factors and organizational learning.		
<b>UNIT 5: AVIATION INFORMATION AND MANAGEMENT</b>		<b>(12Hrs)</b>
Structure of aviation operational information, management of aviation operational information – User innovation in Aviation operational information – Future of Aviation operational information		
<b>SKILL DEVELOPMENT:</b>		
1. Prepare a flowchart of Pilot Selection process. Eg: Any Airline 2. Assignment on Communication between Pilot and Airhostess right from Departure to Arrival. 3.What do you learn about Future of Aviation operational information.		
<b>REFERENCE BOOKS:</b>		
1. Aviation and Hospitality Management by FlySky Aviation. Edition 2020. 2. Brain Mc Allister, Crew Resource Management ,Air life 3. Jensen,Pilot Judgement & Crew Resource Management ,N A 4. ThomasLSeamster,Aviation Information Management – From Documents Data, Ashgate 5. ThomasL Seamster & Barbara G Kanki ,Aviation Information Management, Ashgate		

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

**Course Code: BBA AM 6.5 DSC**

**Name of the Course: Technology Trends in Aviation**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>3 Hours</b>	<b>40</b>
<b>Pedagogy:-</b> Classroom lecture, Tutorials, Group discussion, Seminar, Case studies, Fieldwork etc.		
<b>OBJECTIVE:</b> To enable the Students to learn and Understand the Management of Various Technologies and Trends in Airlines and Airports		
<b>Syllabus</b>		
<b>UNIT 1: INTRODUCTION</b>		<b>(12 hrs.)</b>
Introduction – State of the Industry and Global Economic Outlook – Premium Economy – Meaning – The rise of Premium Economy – Digital Security System Robot Helpers in Airport – Biometric Entertainment – Book a Taxi in the Sky Innovative Aircraft Design – Manufacturing – Electric Propulsion – Hypersonic Travel – Bio Fuels –Autonomous Flight – The Next Generation of Dassault’s advanced flight deck – Advantages – Digital Flight Control System – Fighter Jet Technology – Synthetic Vision System – Coordinated Symbology – Enhanced Navigation Package – Enhanced Vision System		
<b>UNIT 2: TECHNOLOGICAL IMPROVEMENT</b>		<b>(14 hrs.)</b>
Cyber Security and the Cloud – A Digital Future – Inflight Enhanced Services – Using Data Insights to Understand the Customer –Personalizing and Unbundling Product Offerings – Leverage in Technological Innovations to tackle challenges – Emphasizing Cost Reduction Initiatives – Renewed focus on core offerings – Meaning – Block Chain Technology – Augmented reality and virtual Reality Boeing and Airbus Projected Aircraft deliveries – Fuel Efficiency – Increasing Attention to In – Cabin Experience – Turbo Props and Business Aircraft – Corporate and Commercial Aircraft Advanced Technology – Enhancements to Small Aircraft – Engine Technology – high efficiency Engines – Long Range Aircrafts – Improving Technology in Air Traffic Control		
<b>UNIT 3: ADVANCED TECHNOLOGICAL IMPROVEMENT AIDS</b>		<b>(14 hrs.)</b>
Artificial Intelligence – Internet of Things – Beacons Technology – Digital Twins – Introduction –Advantages – Doubling down on Maintenance – Aviation Digital Transformation Survey – Results –Mobility and Cloud at Your Services – Drone Revolution –Aircraft Maintenance – Safety –Perspective Maintenance Loom – 3D Printing additive Manufacturing		
<b>SKILL DEVELOPMENT:</b>		
<ol style="list-style-type: none"> <li>1. Assignment on Digital Security System in Aviation</li> <li>2. Write an essay and Pros and Cons of Drones?</li> <li>3. What are the levels involved in Inline Baggage Screening System?</li> </ol>		
<b>REFERENCE BOOKS:</b>		
<ol style="list-style-type: none"> <li>1. Technological Trends and Disaster Management in Aviation by FlySky Aviation.Edition 2020</li> <li>2. Air Transportation: A Management Perspective By Dr John G. Wensveen.</li> </ol>		

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

**Course Code: BBA AM 6.6**

**Name of the Course: Major Project on Airport Management Syllabus**

<b>Course Credits</b>	<b>No. of Hours per week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	-	-
<ul style="list-style-type: none"><li>• Industrial Visit to International/Domestic Airport the Student has to submit a Project Report of nearly 100 to 120 Pages.</li><li>• This Project must be prepared based on the functional areas of an International Airport (All Operational Areas must be Covered).</li><li>• The Project carries 60 Marks for Project Report and 40 Marks for Viva-Voce.</li><li>• It has to be valued by B.O.E Members and Viva-Voce also must be conducted by B.O.E Members. B.O.E must invite one External Industry Expert for Viva-Voce Examination.</li></ul>		

<b>Name of the Program: Bachelor of Business Administration (Aviation Management)</b> <b>Course Code: BBA AM 5.7 (SEC-VB)</b>			
Course Title	<b>Cyber Security (Theory)</b>		
Course Code:	BBA AM 5.7 (SEC-VB)	No. of Credits	<b>03</b>
Formative Assessment Marks	<b>40</b>	Summative Assessment Marks	<b>60</b>

**Course Outcomes (COs):** After the successful completion of the course, the student will be able to:

- CO1: After completion of this course, students would be able to understand the concept of Cyber security and issues and challenges associated with it.
- CO2: Students, at the end of this course, should be able to understand the cybercrimes, their nature, legal remedies and as to how report the crimes through available platforms and procedures.
- CO3: On completion of this course, students should be able to appreciate various privacy and security concerns on online social media and understand the reporting procedure of inappropriate content, underlying legal aspects and best practices for the use of Social media platforms.

Contents	45 Hrs
<b>Module-I.</b> Introduction to Cyber security: Defining Cyberspace and Overview of Computer and Web-technology, Architecture of cyberspace, Communication and web technology, Internet, World wide web, Advent of internet, Internet infrastructure for data transfer and governance, Internet society, Regulation of cyberspace, Concept of cyber security, Issues and challenges of cyber security.	15
<b>Module-II .</b> Cyber crime and Cyber law: Classification of cyber crimes, Common cyber crimes- cyber crime targeting computers and mobiles, cyber crime against women and children, financial frauds, social engineering attacks, malware and ransomware attacks, zero day and zero click attacks, Cybercriminals modus-operandi, Reporting of cyber crimes, Remedial and mitigation measures, Legal perspective of cyber crime, IT Act 2000 and its amendments, Cybercrime and offences, Organizations dealing with Cybercrime and Cyber security in India, Case studies.	15
<b>Module III.</b> Social Media Overview and Security: Introduction to Social networks. Types of social media, Social media platforms, Social media monitoring, Hashtag, Viral content, Social media marketing, Social media privacy, Challenges, opportunities and pitfalls in online social network, Security issues related to social media, Flagging and reporting of inappropriate content, Laws regarding posting of inappropriate content, Best practices for the use of Social media, Case studies.	15

**Pedagogy:** Problem Solving

<b>Formative Assessment for Theory</b>	
Assessment Occasion/type	Marks
Internal Test 2 Nos	30%40=24
Assignment/Surprise Test 2 No.	20%40=16
<b>Total</b>	<b>40 Marks</b>



*Formative Assessment as per guidelines.*

<b>Text/References</b>	
1	Cyber Crime Impact in the New Millennium, by R. C Mishra , Auther Press. Edition 2010
2	Cyber Security Understanding Cyber Crimes, Computer Forensics and Legal Perspectives by SumitBelapure and Nina Godbole, Wiley India Pvt. Ltd. (First Edition, 2011)
3	Security in the Digital Age: Social Media Security Threats and Vulnerabilities by Henry A. Oliver, Create Space Independent Publishing Platform. (Pearson , 13 <sup>th</sup> November, 2001)
4	Cyber Laws: Intellectual Property & E-Commerce Security by Kumar K, Dominant Publishers.
5	Fundamentals of Network Security by E. Maiwald, McGraw Hill.
6	Network Security Bible, Eric Cole, Ronald Krutz, James W. Conley, 2nd Edition,Wiley India Pvt. Ltd.

<b>Name of the Program: Bachelor of Business Administration (Aviation Management)</b>			
<b>Course Code: BBA AM 5.7 (SEC-VB)</b>			
Course Title	<b>EMPLOYABILITY SKILLS</b>		<b>Teaching hrs=03</b>
Course Code:	BBA AM 5.7 (SEC-VB)	No. of Credits	<b>03</b>
<b>Formative Assessment =40 marks</b>		<b>Summative Assessment =60 marks</b>	
<b>Learning Objectives:</b> the course is designed to suit the need of the outgoing students to face various competitive examination and campus interview by acquainting them quantitative aptitude, logical reasoning and analytical reasoning			
<b>Course outcomes:</b> on the successful completion of the course the students will able to understand a) The basic concept of quantitative ability b) the basic concept of logical reasoning skill c) the basic concept of analytical ability d) acquire satisfactory competency in the use of reasoning e) able to solve the placement and various competitive examination papers quantitative aptitude, logical reasoning and analytical ability			
<b>Contents</b>			45 hrs
<b>Unit-1 Quantitative Aptitude</b> 1.1 Number System, 1.2 LCM and HCF, 1.3 Decimal fraction 1.4 Square roots & Cub roots 1.5 Surds, and Indices, 1.6 Averages 1.7 Percentage 1.8 Problems on ages 1.9 Profit and Loss, 1.10 simple and compound Interest 1.11 Ratio and Proportion 1.12 Probability 1.13 Time and Work, 1.14 Time, Speed and Distance, 1.15 Permutation and Combination.			20 hrs
<b>Unit-2 Logical Reasoning (Deductive Reasoning)</b> 2.1 Analogy 2.2 Coding and decoding 2.3 Blood Relations, 2.4 Directional series 2.5 Number and letter 2.6 calendars 2.7 clocks 2.8 Venn Diagram 2.9 Seating Arrangements 2.10 mathematical operations			12 hrs
<b>Unit-3 Analytical Reasoning</b> 3.1 Statement and Arguments 3.2 Statements and Assumptions 3.3 Statements and conclusion 3.4 Passage and conclusion 3.5 Assertion and reason 3.6 causes and effects 3.7 simple and coded inequality 3.8 conditions and grouping 3.9 critical reasoning 3.10 syllogism			13 hrs
<b>Reference books</b> 1. A modern Approach to verbal and Non- verbal Reasoning by R S Agarwal 2. Analytical and Logical reasoning By Sijwali B S 3. Quantitative Aptitude for Competitive examination by R S Agarwal 4. Analytical and logical reasoning for CAT and other management entrance test by Sijwal B S			

5. Quantitative aptitude for competitive examinations by Abhijit Guha  
4<sup>th</sup> edition
6. Hand book on Employability skills by Karnataka State Higher  
Education Council and Karnataka Skill development corporation  
(download from Bangalore university website)
7. <http://orepinsta.com>.
8. <http://www.indiabix.com>
9. <http://www.javatpoint.com>