



BANGALORE UNIVERSITY

(According to NEP - 2020 Regulations)

SYLLABUS & REGULATIONS

OF

Bachelor of Business Administration (Aviation Management)

BBA (Aviation Management)

2021-22 Onwards

DEPARTMENT OF COMMERCE

Jnanabharathi Campus, Bangalore University, Bangalore - 560056

www.bangaloreuniversity.ac.in

BANGALORE UNIVERSITY
BBA (Aviation Management)
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	60	40	100	3
2	Lang.1.2	Language - II	AECC	3+1+0	60	40	100	3
3	BBA 1.1	Introduction to Airline Industry	DSC	4+0+0	60	40	100	4
4	BBA 1.2	Fundamentals of Accountancy	DSC	3+0+2	60	40	100	4
5	BBA 1.3	Principles of Airline and Airport Management	DSC	4+0+0	60	40	100	4
6	BBA 1.4	Digital Fluency/ Spreadsheet for Business	SEC-SB	1+0+2	50	50	100	2
7	BBA 1.5	Air Ticketing and Fare Construction	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)					400	300	700	25

Notes:

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

Acronyms Expanded

- ∅ AECC : Ability Enhancement Compulsory Course
- ∅ 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 Programme:Bachelor of Business Administration (Aviation Management)

Course Code: BBA(AM) 1.1

Name of the Course: Introduction to 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, fieldwork etc.,		
Course Outcomes: On successful completion of the course, the Students will be able to <ul style="list-style-type: none">• Understand about the airline industry and its regulatory bodies.• Understand The characteristics of the Airline Industry.• Understanding the organisational structure of the airline industry.• Understanding the importance of safety and security.• Understand the Ramp Procedures.		
Syllabus		
Module No. 1: INTRODUCTION TO AIRLINE INDUSTRY (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: AIRLINE SERVICE (12 Hrs) Airline profitability: Main Industry - Characteristics of Passenger airlines – Service Industry – Characteristics - Travel Agent Management- Travel Partners IATA Approved Travel Agency Appointment and Control Bank guarantee. -IATA Billing and Settlement Plan Credit Period - Customer Service-Service Provider Training and Development of Travel agent-GDS.		
Module No. 3: ORGANISATIONAL STRUCTURE (12 Hrs) AIRLINE ALLIANCES: Development of commercial airlines – Deregulation – Impact of Deregulated Airline industry – Organizational Structure – Types of Airline Personnel – Flight crew and Cabin Crew – Training – Organizational Culture		
Module No. 4: AIRPORTS AND ITS SERVICES (08 Hrs) Airports Personnel – Processing Passengers and Freight – Airport Security – Air Navigation Services – Air Traffic Control – Airplanes – Manufacturers – Types of Aircraft - Travel Documents- Passport – Visa TIM- Currency Regulations-IATA Rate of Exchange Banker 's Buying Rate- Bankers selling rate-Currency Conversion Departure Control System-ATC		
Module No. 5: RAMP SAFETY AND HANDLING PROCEDURES (12 Hrs) Introduction – Meaning – Operating Service Doors and Panels – Securing the Aircraft - Ramp Officer Check sheet – Ramp Safety – Meaning – Handling Procedures - Types of Accidents at Ramp -Accident to Passengers – Accident to Personnel – Damage to Aircraft – Damage to Ground Equipment and Vehicle – (Beacon – Cones)- Personnel Protection on the Ramp – Propeller Safety – Thrust Reversers – Aerial and other Protrusions – Driving on the RAMP – Foreign Object Debris (FOD) – Ramp Markings – Service Roads – No Parking Areas – Equipment Parking Areas – Safety DO's and DON'Ts – Aircraft Guiding Procedures – Baggage/Cargo Loading and Offloading Procedures – Catering Uplift		

Procedure – Aircraft Arrival Procedure – Aircraft Departure Procedure – Fuelling General Procedures and Precautions – Pushing and Towing of Aircraft.

Skill Developments Activities:

- Prepare a Report on Aviation History.
- Make a chart on Basic Flight Mechanics and Types of Aircrafts.
- Analyse Case study on passenger death- (Inflight/Terminal/Ramp).
- Make a PPT on Roles and Responsibilities of Terminal Staff.
- Any other activities, which are relevant to the course.

Reference Books:

1. EROSPACE: The Journey of Flight, 2nd Edition
2. IATA Book on Airline Customer Service
3. The Global Airline Industry, Dr. Peter Belobaba Master of Science, Ph.D.,Amedeo Odoni Ph.D.,Professor Cynthia Barnhart, 2009

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

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

Course Code: BBA(AM) 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: Classroom lecture, tutorials, Group discussion, Seminar, Case studies, fieldwork etc.,		
Course Outcomes: On successful completion of the course, the Students will be able to <ul style="list-style-type: none">• Understand the basic Concepts of Accounting.• Pass Journal Entries and Prepare Ledger Accounts.• Prepare Subsidiary Books.• Prepare Trial Balance and Final Accounts of Proprietary concern.• 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) Process of Accounting - Double entry system – 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 –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: <ul style="list-style-type: none">• 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		

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| <ul style="list-style-type: none">● Any other activities, which are relevant to the course. |
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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

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

Course Code: BBA(AM) 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, fieldwork etc.,		
Course Outcomes: On successful completion of the course, the Students will be able to <ul style="list-style-type: none">● Provide the knowledge of airport planning.● Understand Airline Management and operations.● Have the right foundation for a prospective career in Airlines and Airport Management.		
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 (12 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 (12 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		
Module No. 5: GROUND SUPPORT EQUIPMENT (GSE) (10 Hrs) Handling of CIP,VIP & VVIP-Co-ordination of Supporting Agencies /Departments. Ground Support Equipment (GSE) – Meaning – Meaning – Type of GSE's – Chocks Trestles – Air Cart – Dollies – Ladders – Belt Loader – Catering Truck -Hi lift Vehicle – Container Loader – De-Anti Icing Vehicles- Coaches – Tractor – Trolleys – Pushback Vehicle – Ground Power Unit (GPU) – Air Conditioning Unit (ACU) – Toilet Cart – Water Cart		
Skill Developments Activities: <ul style="list-style-type: none">● Two cases on the above syllabus should be analyzed by the teacher in the classroom and the same need to be recorded by the student in the Skill Development Book.● A Case Study on Handling Passengers during Baggage Mishandled/Damaged.● Prepare a report on Flights Delayed Beyond 4 Hours.		

- Analyse the Difference between Manual Ticket and E Ticket

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

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

Course Code: BBA(AM) 1.4 (SEC - SB)

Name of the Course: Digital Fluency

Course Credits	No. of Hours per week	Total No. of Teaching Hours
2 Credits	3 Hrs	28 Hrs
Pedagogy: Classroom lecture, tutorials, Group discussion, Seminar, Case studies, lab, fieldwork etc.,		
Course Outcomes: On successful completion of the course, the Students will be able to <ul style="list-style-type: none">• Understand the Fundamentals of computers.• Work in Word Processor effectively.• Discover the arena of the Internet and its possibilities.• Effectively communicate through Email		
Syllabus		
Module No. 1: Fundamentals of Computer (04 Hrs) Introduction – Objectives - Computer, Mobile/ Tablet and their application - Components of a Computer System - Central Processing Unit- Common Input & Output devices - USB ports and Pen Drive - Connecting Power cord, Keyboard, Mouse, Monitor and Printer to CPU		
Module No. 2: Word Processor (16 Hrs) Introduction – Objective -Word Processing Basic - Opening Word Processing Package - Title Bar, Menu Bar, - Toolbars & Sidebar - Creating a New Document - Opening and Closing Documents-Opening Documents - Save and Save As - Closing Document - Using The Help - Page Setup - Print Preview - Printing of Documents - PDF file and Saving a Document as PDF file - Document manipulation & Formatting - Text Selection - Cut, Copy and Paste - Font, Color, Style and Size selection - Alignment of Text - Undo & Redo - Spelling & Grammar - Shortcut Keys		
Module No. 3: Internet (04 Hrs) Introduction – Objectives – Internet - protocols: HTTP, HTTPS, FTP - Concept of Internet & WWW - Website Address and URL - Applications of Internet - Modes of Connecting Internet (Hotspot, Wi-Fi, LAN Cable, Broadband, USB Tethering) - Popular Web Browsers (Internet Explorer/Edge, Chrome, Mozilla Firefox) - Exploring the Internet - Surfing the web - Popular Search Engines - Searching on Internet		
Module No. 4: E-mail (04 Hrs) Introduction -Objectives - Structure - protocols: SMTP, IMAP, POP3 - Opening Email account - Mailbox: Inbox and Outbox - Creating and Sending a new E-mail - CC – BCC- Replying -Mail Merge-Forwarding - attachments – Scheduling – Password Protect – Delete.		
Skill Developments Activities: <ul style="list-style-type: none">• Use word processor to prepare Resume• Draft a covering letter using Word Processor• Systematically draft different emails• Prepare a Letter of Internship requisition and send email.• Install and uninstall a Web Browser and Record the Steps		
Any other activities, which are relevant to the course.		

Reference Books:

- Fundamentals of Computers, by Rajaraman V , Adabala N
- Fundamentals of Computers by Manoj Wadhwa (Author)
- Fundamentals of Computers by (V. Rajaraman)
- Learning MS-Word and MS-Excel, by Rohit Khurana
- Microsoft Word 2019 Step by Step Joan Lambert (Author)
- MICROSOFT WORD FOR BEGINNERS 2021: LEARN WORD PROCESSING SKILLS by RICHARD STEVE

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

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

Course Code: BBA(AM) 1.4 SEC-SB

Name of the Course: Spreadsheet for Business

Course Credits	No. of Hours per week	Total No. of Teaching Hours
2 Credits	3 Hrs	28 Hrs
Pedagogy: Classroom lecture, tutorials, Group discussion, Seminar, Case studies, lab, fieldwork etc.,		
Course Outcomes: On successful completion of the course, the Students will be able to <ul style="list-style-type: none">• Understand the basic concepts of Spreadsheet• Summarize data using Functions• Apply Conditions using formulas and Functions• Implement Basic financial Concepts in Spreadsheet		
Syllabus		
Module No. 1: Introduction (08 Hrs) Introduction to spreadsheets - Office Suite overview - Basic text and cell formatting - Basic arithmetic calculation - Special paste - Freeze pane - Auto completion of series - Sort and filter - Charts.		
Module No. 2: Summarize data using functions (10 Hrs) Perform calculations by using the SUM function- Perform calculations by using MIN and MAX functions - Perform calculations by using the COUNT function - Perform calculations by using the AVERAGE function - Perform logical operations by using the IF function - Perform logical operations by using the SUMIF function - Perform logical operations by using the AVERAGEIF function - Perform statistical operations by using the COUNTIF function.		
Module No. 3: Text Functions (10 Hrs) Data validation - Text Functions : LEN, TRIM, PROPER, UPPER, LOWER, CONCATENATE.		
Skill Developments Activities: <ul style="list-style-type: none">• Enter class data into rows and columns• Create Draft Marks Card in Spreadsheet• Create Draft profit and Loss and Balance Sheet in Spreadsheet• Create GST Invoice in Spreadsheet with Tax Rate Any other activities, which are relevant to the course.		

Reference Books:

- Learning MS-Word and MS-Excel, by Rohit Khurana
- Excel Formulas and Functions 2020: The Step by Step Excel Guide with Examples on How to Create Powerful Formulas: 1 by Adam Ramirez
- Excel 2013 in Simple Steps by Kogent Learning Solutions Inc.
- Excel Formulas and Functions: The Step by Step Excel Guide on how to Create Powerful Formulas by Harjit Suman

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

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

Course Code: BBA(AM) 1.5 Open Elective Course (OEC)

Name of the Course: Air Ticketing and Fare Construction

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, fieldwork etc.,		
Course Outcomes: On successful completion of the course, the Students will be able to <ul style="list-style-type: none">• Understand Discounts, Taxes in Ticketing.• Understand the Codes and Abbreviations of Airline.• Understand the Documents Required for Air Travel.		
Syllabus		
Module No. 1: AIR TRANSPORT (12 Hrs) Airlines Abbreviations, Codes and Definitions, Aircraft and in – flight services, Airport facilities and special passengers, Automation, Baggage, International Regulations.		
Module No. 2: AIRFARES & TICKETING (12 Hrs) Arrangement of the Tariff Manuals, Terms and Definitions, Published Fares, Currency Regulations, Round and Circle Trip fares, Journeys in different classes, Special fares, Discounted fares, Taxes, Ticketing instructions, BSP Procedures, Stock Control and Security of accountable documents Review of basic Fare Construction Principles, The mileage system, Lowest combination principle, Around the World Fares, “Open Jaw” Journeys, Re – routings, Collection of Fare.		
Module No. 3: AIRFARES & TICKETING (10 Hrs) Terms and abbreviations, Types of Tours, How and why tours are produced, Item included in a tour brochure, Booking Conditions, Reservation Procedures		
Module No. 4: TOUR PROGRAMMES (08 Hrs) The Passport, Health Certificates, Taxes, Customs and Currency, Travel Insurance, General preventive measures, The Travel Information Manual (TIM), Consequence of Negligence		
Skill Developments Activities: <ul style="list-style-type: none">• Prepare a list of general preventive measures.• Write a Report on Travel Information Manual.• List out the Consequences of Negligence during Tour.		

Reference Books:

- Jagmohan Negi: Travel Agency & Tour Operation – Concepts and Principles.(Kanishka Pub, New Delhi)
- 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)
- Study Kit for IATA/UFTAA

- 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