



மனோன்மணியம் சுந்தரனார் பல்கலைக்கழகம்

MANONMANIAM SUNDARANAR UNIVERSITY

**SYLLABUS FOR DIPLOMA IN AIRLINE AND TRAVEL MANAGEMENT
PROGRAM OFFERED THROUGH DIRECTORATE OF VOCATIONAL EDUCATION
(COMMUNITY COLLEGES AND VOCATIONAL SKILL DEVELOPMENT CENTRES)
FROM 2019 - 2020**



கல்விசார் நிலைக்குழுக் கூட்டம்

**MEETING OF THE STANDING COMMITTEE ON
ACADEMIC AFFAIRS HELD ON WEDNESDAY
THE 22nd JANUARY 2020**

Program Code: 5202

DIPLOMA IN AIRLINE AND TRAVEL MANAGEMENT

விமானம் மற்றும் பயண நிர்வாகம் பட்டயம்

SCHEME OF EXAMINATION

Subject Code	Title of the Course	Credit	Hours	Passing Minimum
Semester I				
C19TM11/E19TM01	Aviation Management	6	90	40/100
C19TM12/E19TM02	Travel Formalities	6	90	40/100
C19TM13/E19TM03	Fundamentals of Financial Accounting	6	90	40/100
C19CE10/E19CE10	Communicative English	6	90	40/100
C19TMP1/E19TMP1	Practical I-MS Office	4	120	40/100
Semester II				
C19TM21/E19TM04	Aviation Security	6	90	40/100
C19TM22/E19TM05	Travel Management	6	90	40/100
C19LS23/E19LS05	Life Skill	6	90	40/100
C19TMP2/E19TMP2	Practical II-GALILEO Ticketing System	4	120	40/100
C19TMPW/E19TMPW	Project /Internship	10	150	40/100

Eligibility for admission: Pass in 10thStd examination conducted by the Govt. of Tamil Nadu Board of Secondary Education, Government of Tamil Nadu or any other equivalent examination.

Examination: Passing Minimum for each Course is 40%. Classification will be done on the basis percentage marks of the total marks obtained in all the Courses and as given below:

40% but less than 50%	-	Third class
50% but less than 60%	-	Second class
60% and above	-	First class

Theory Paper

Internal Marks-25

External Marks-75

Syllabus

Semester I

Course – I	:	Aviation Management
Course – II	:	Travel Formalities
Course – III	:	Fundamentals of Financial Accounting
Course – IV	:	Communicative English
Course – V	:	Practical I-MS Office

Semester II

Course – VI	:	Aviation Security
Course – VII	:	Travel Management
Course – VIII	:	Life Skill
Course – IX	:	Practical II - GALILEO Ticketing System
Course – X	:	Project / Internship

***(Semester Pattern for Community College only)**

PROGRAM OBJECTIVE:

- To provide effective and prestigious civil aviation management service.
- To ensure the protection and safeguarding of passengers.
- To establish and maintain the highest standards of air safety through the promotion of good airmanship.

SEMESTER I

COURSE I

(C19TM11/E19TM01)AVIATION MANAGEMENT

OBJECTIVE

- To know main types of air travel.
- To identify IATA Training Programs.
- To study onboard Documentation.

UNIT –I

18 Hrs

INTRODUCTION TO THE AVIATION INDUSTRY

Define Aviation – history of Aviation - the modern age of aviation began – History of aviation – about general aviation – Military aviation – three main types of air travel – scheduled Airline, Charter and corporate – Private jets.

UNIT –II

18 Hrs

REGULATORY AGENCIES AND AVIATION REGULATION

Air transport regulatory agencies – what is ICAO – objectives of ICAO About ICAO – Government agencies in aviation safety – CAA, FAA, JAA and DGCA – Federal aims – Primary aims of the cabin safety office – IATA – History of IATA – IATA is a trade association and not a regulatory body – to provide the safety and highest standard of service to customers –IATA aims and objectives – IATA Training Programs.

UNIT- III

18 Hrs

CUSTOMS AND IMMIGRATION FOR AIR TRAVEL

What are customs and immigration – About common practices – Landing card – customs declaration – General declaration – onboard Documentation – freedom of air and their types – phonetic alphabet and call signs – Roles of cabin crew in Aviation Security.

UNIT –IV

18 Hrs

INTRODUCTION TO AIRCRAFT AND AVIATION FAMILIARISATION

Aircraft types – Aircraft layout and terminology – Aircraft furnishing, system &terminology – Cockpit- Communication systems – jump seat- Ground power unit & Auxiliary power unit – Light and Electrical systems – General aviation and Ground Airport Operations terminology – Movement of an Aircraft with diagrams.

UNIT – V

18 Hrs

USING TIME ZONES

24 hour clock time- Greenwich Mean Time & Time zones – Standard local Time – Day light saving time – International Date Line – world airport codes and airline codes – Airline designators – General terms used in Aviation – block out, block in.

OUTCOME

- Understand Aircraft layout and terminology.
- Learn about Airport Operations
- Understand Movement of an Aircraft with diagrams.

Reference Books

1. Indian Aviation Industry - Opportunities And Challenges – Ravi Kumar VV
2. Principles of Airport Economics (Excel Books, First Edition 2007) - P.S. Senguttuvan
3. Fundamentals of Air Transport Management (Excel Books, First Edition 2006) - P.S. Senguttuvan
4. Aviation Management (Kanishka Publishers, 2008) - Ratandeeep Singh,
5. Travel Information Manual
6. Sinha. P.C. Tourism Geography.
7. Seth. P. N. Successful Tourism Management

COURSE II

(C19TM12/E19TM02) TRAVEL FORMALITIES

OBJECTIVES

- To know about the Travel Documents needed for travelling.
- To understand the benefits of Insurance policies
- To learn about various services offered by Tourism Department.

UNIT - I

18 Hrs

Define Passport – Types of Passport – Visa Types of Visas – Other Travel Documents – How to obtain the documents necessary for travels

UNIT - II

18 Hrs

Health and preventive measures for travelers – Collection of taxes relating to travel – Customs and Currency information for customers – Different form of payment for International Travelers.

UNIT - III

18 Hrs

The benefits of Insurance – The Travel Insurance Policy – General conditions applying to Insurance Policies – Insurance Documents and Claims procedures – Auxiliary Services and information supplied by travel agents – Extra Services and information – Passenger Documents – Consequences of Negligence.

UNIT - IV

18 Hrs

Planning of Tourism – Evolution of Tourism Planning – various levels and types of Tourism Planning – The Airport of the Flight – Classes of services – Flight service – seating – Main Aircraft types – Airport areas.

UNIT - V

18 Hrs

Analysis of an Airline Ticket: Ticket coupons – Air Ticketing information – Writing Airline Tickets – Air related Traffic Documents – How to make an Airline Ticket? Airline Ticketing Procedures – Prepaid Ticket Advice (PTA) – Refund Exchange Notice (TEN) – Miscellaneous Changes Order – Tour Order – Chanted Tours.

OUTCOME

1. Received clear idea about documents necessary for travels
2. Obtained informalities about various service of travel agents
3. Learn about consequences of negligence

Reference Books:

1. Travel Information Manual (TIM)
2. IATA Ticketing Hand Book
3. Chand, Mohinder, Travel Agency Management
4. Jagmohan Negi: Air Travel Ticketing and Fare Construction.

COURSE III
(C19TM13/E19TM03)FUNDAMENTALS OF FINANCIAL ACCOUNTING

Objective

- The course is intended to expose the student on the accounting principles and various aspects related to costing and management accounting. The course will impart the required training so as to make him ready to work in industry.

UNIT I **18 Hrs**

INTRODUCTION

Cost Terms, Concepts, and Classifications- General Cost Classifications- Cost Classifications on Financial Statements

UNIT II **18 Hrs**

Trial Balance

Book Keeping, Journal Entry, Ledger, Trial Balance

UNIT III **18 Hrs**

Final Accounts

Procedure for preparing final accounts: Profit and Loss Account. Balance Sheet.

UNIT IV **18 Hrs**

Costing Techniques

Cost Sheet, Types of Costing, Product Costing, Process Costing, Activity Based Costing

UNIT V **18 Hrs**

Long-term Decision Making

Capital investment appraisal techniques- Accounting rate of return- Payback- Discounted payback- Net present value- Internal rate of return- Profitability index

Text Book :

1. Al L., Morse, Wayne J. Hartgraves, 2015, Managerial Accounting , Cambridge Business Publishers; 7th edition
2. Jonathan Berk , Peter De Marzo, Jarrad Harford, 2014, Fundamentals of Corporate Finance (3rd Edition)(Pearson Series in Finance) 3rd Edition, Pearson Series in Finance
3. Gitman, L.G. and Zutter, C.J, 2014. Principles of Managerial Finance. U.S.A.: Pearson

Reference Books:

1. RH Macve, 2015 Fair value vs conservatism? Aspects of the history of accounting, auditing, business and finance from ancient Mesopotamia to modern China, The British Accounting Review, - Elsevier
2. T Loughran, B McDonald, 2016, Textual analysis in accounting and finance: A survey- Journal of Accounting Research, - Wiley Online Library

COURSE IV

(C19CE10/E19CE10)COMMUNICATIVE ENGLISH

1. **Basic Grammar:**
 - a. Review of grammar
 - b. Remedial study of grammar
 - c. Simple sentence
 - d. Word passive voice etc.
2. **Bubbling Vocabulary:**
 - a. Synonyms
 - b. Antonyms
 - c. One – work Institution
3. **Reading and Understanding English**
 - a. Comprehension passage
 - b. Précis – writing
 - c. Developing a story from hints.
4. **Writing English**
 - a. Writing Business letters.
 - b. Paragraph writing
 - c. Essay writing
 - d. Dialogue writing
5. **Speaking English**
 - a. Expressions used under different circumstances
 - b. Phonetics

- Reference :**
1. V.H.Baskaran – “English Made Easy”
 2. V.H.Baskaran – “English Composition Made Easy”
(Shakespeare Institute of English Studies, Chennai)
 3. N.Krishnaswamy – “Teaching English Grammar”
(T.R.Publication, Chennai)
 4. “Life Skill” – P.Ravi, S.Prabakar and T.Tamzil Chelvam,
M.S.University, Tirunelveli

COURSE V

PRACTICAL – I

(C19TMP1/E19TMP1)MS OFFICE

List of Exercises

1. Capabilities of computers, Block diagram, generations of computers
2. Types of computers, Input devices, output devices, memory devices, Storage devices, RAM and ROM, Internet and its concepts.
3. Applying advanced formatting techniques, formatting pages, working with columns, constructing high quality tables
4. Creating outlines in word. Working with complex documents, managing data with word
5. Mail merge, publishing online forms, adding references to documents, working together on documents.
6. Creating Excel worksheets: entering and editing cell entries, working with numbers, changing worksheet layout, other formatting options, printing in excel, creating charts and statistical functions.
7. Creating power point presentations.

Reference Books:-

- 1) Gini Courter & Annetel Marquis-MS Office 2010, BPB Publishing
- 2) Stephen L. Nelson-Office 2010
- 3) Tata Mc Graw Hill-Computer reference

SEMESTER II
COURSE VI
(C19TM21/E19TM04)AVIATION SECURITY

Objectives

- To learn the Role of security .
- To know the aviation Security Structure
- To understand the cargo services

UNIT-I **18 Hrs**

Current threats to the aviation industry. Role of Security Manager in Keeping Aviation Security.

UNIT-II **18 Hrs**

Aviation Security regulations and the international organizations behind them. Relevant measures to aviation security.

UNIT-III **18 Hrs**

Airport access control for people and vehicles: Aviation Security Structure. Aviation Security Regulatory organization.

UNIT-IV **18 Hrs**

Passenger, Cargo, Mail and Catering Security Basics.

UNIT-V **18 Hrs**

Common airport and in flight security measures for responding to threats. Monitor and apply Airport Security.

Reference Books:

1. Aviation and Airport Security by Kathleen Sweet
2. Hand book of Aviation Security.

COURSE VII

(C19TM22/E19TM05) TRAVEL MANAGEMENT

OBJECTIVES

- To find out the business operation of Travel Agency
- To know the rules and regulations of agency.
- To know the essential requirements of tour operators.

UNIT -I

18 Hrs

Travel Management- concepts- objectives –significance of travel agency. Tour operation business by the Travel agency, Nature and scope of Travel agency. Qualification of a travel agent

UNIT -II

18 Hrs

Functions of Travel agency- Types of Services offered by Travel Agent-Travel terminology-Travel agent approved by Government of India – formalities, rules and regulations.

UNIT -III

18 Hrs

Travel Formalities - Passport - Visa – Health requirements - Information regarding Airport Formalities-Customs and Clearance. Arrangements with Hotels.

UNIT-IV

18 Hrs

Tour Operators –functions-Tour package Formulations Essential requirements of a successful tour operator. Tour operators and Various Associations

UNIT -V

18 Hrs

Travel Information and Counseling to tourist, Fiscal and Non fiscal incentives available to Travel agencies and tour operating Business. Public sector and private sector in Tourism.

OUTCOME

1. Understand the Essential requirements of a successful tour operator.
2. Learn the purpose of tour operators.
3. Understand the operations of travel Agency.

Reference Books:-

1. Seth. P. N., Successful Tourism Management.
2. Foster, Douglas, Travel and Tourism Management.
3. Sharma. J. K., Tourism Development.

COURSE VIII

(C19LS23/E19LS05)**Life Skill**

I Life Coping or adjustment

- (a) External and internal influence in one's life
- (b) Process of coping or adjustment
- (c) Coping with physical change and sexuality
- (d) Coping with stress, shyness, fear, anger far live and criticism.

II Attitude

- (a)Attitude
- (b)Self acceptance, self – esteem and self actualization
- (c) Positive thinking

III Problem Solving

- (a) Goal Setting
- (b) Decision Making
- (c) Time Management and stress Management.

IV Computers

- (a) Introduction to Computers
- (b) M.S.Office
- (c) Power Point

V Internet

- (a) Introduction to internet
- (b) E – mail
- (c) Browsing

References:

- 1) Life Skill Programme course I & II by Dr. Xavier Alphona MCRDCE Publications. R.K.Mutt Road, Chennai – 28
- 2) ஆளுமை பண்பு வளர்த்தல் மற்றும் தகவல் தொடர்பு by M.Selvaraj Community College,Palayamkottai
- 3) “Life Skill” –P.Ravi, S.Prabahar & T.Tamil Chelvam, M.S. University, Tirunelveli

COURSE IX

PRACTICAL II

(C19TMP2/E19TMP2)**GALILEO Ticketing System**

List of Exercises

- Online Travel Agent software (including B2B, B2C, B2B2C)
- Single or Multiple PC's interface
- Flight Reservation System
- Hotel Booking System
- Car Reservation System
- Bus Reservation System
- Modules for Rails / Visa / Cruise / Holding Packages.

COURSE X

(C19TMPW/E19TMPW)**PROJECT/INTERNSHIP**

- The students of this course are required to undertake either a Project Work or Internship training individually on a specific topic during the second semester and submit a report at the end of the semester but before the commencement of the end semester examination.
- The objective of the Project work is to understand the problems faced by the organization and offer specific suggestions to solve those problems.
- The objective of the internship is to understand the day to day activities of the organization in which the internship is undertaken and intensive training should be provided in all the departments of the organization.
- The period of the project work / Internship can be decided by the centres concerned according to the availability of the opportunities available. The choices could be either the student can take up the work on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations.
