T-104
2022

Course Specification

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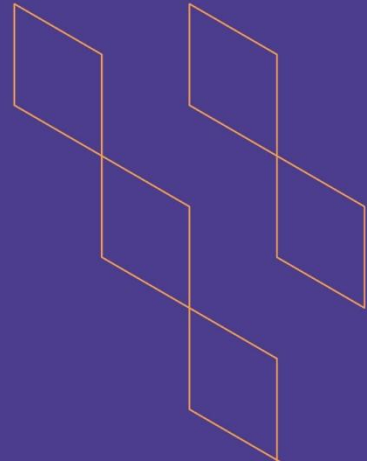
Course Title: *Global Distribution Systems (GDS)*
Course Code: *TTD 0108*
Program: *Travel & Tourism*
Department: *Management and Finance Unit*
College: *Applied College*
Institution: *Imam Muhammad Bin Saud Islamic University*
Version: *1st version*
LastRevision Date: 00/00/2024

Table of Contents:

A. General information about the course:

Course Identification	
1. Credit hours:	3

2. Course type

a.	University ☐	College ☒	Department☐	Track☐	Others☐
b.	Required ☒	Elective☐			

3. Level/year at which this course is offered:	3rd level, 1st year

4. Course general Description

This course focuses on how to make and amend airline reservations using the global distribution systems (Amadeus/Galileo) system which is used by travel agencies and airlines in KSA and throughout the world. The course covers research on the organisations involvedin the global airline industry, analysing the airline business industry, researching a Global Distribution System (GDS) to access travel and airline information and creating a customer record using a Global Distribution System (GDS).

5. Pre-requirements for this course (if any):

6. Co- requirements for this course (if any):

7. Course Main Objective(s)

The objective of this course is to provide an overview of the Airline Industry along with an introduction to the practical skills necessary to operate a Global Distribution System (GDS). Over the course of this module the students will gain knowledge and skill on the InternationalAirline Industry, airline regulatory environment, interpret airline terminology and abbreviations, evaluate the main characteristics of airline schedules and make and issue a flight ticket.

1. Teaching mode(mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1.	Traditional classroom		
2.	E-learning		
3.	Hybrid • Traditional classroom • E-learning	40	100%
4.	Distancelearning		

2. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	40
2.	Laboratory/Studio	
3.	Field	

4.	Tutorial		
5.	Others (specify)		
	Total		40

B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
1.0	Knowledge and understanding			
1.1	Examine and explain the current International Airline Industry.	K1	Delivering Lectures Report writing	Research report including an overview of the current airline industry.
1.2	Define the KSA airline regulatory environment.	K3	Delivering Lectures Report writing	Key areas of assessment should include: ● Factors that affect the airline industry. ● Benefits of the airline industry. ● Role of IATA and ICAO within the airline industry.
…				
2.0	Skills			
2.1	Interpret Airline jargon, terminology and abbreviations.		Delivering Lectures Report writing	
2.2	Evaluate the main characteristics of airline schedules.		Delivering Lectures Report writing	The research report must also include a section describing the main aspects of planning airline journeys, including the impact of low costs airlines.
2.3	Categorise the models of low-cost carriers.		Delivering Lectures Report writing	
2.4	Evaluate airline costs and revenue.		Delivering Lectures Report writing	
2.5	Access and understand an airline's availability display.		Delivering Lectures Report writing	The research report must include a section describing the Global Distribution System's role and function in the travel and tourism industry.
2.6	Examine information on health, visa and passport requirements.		Delivering Lectures Report writing	
2.7	Research weather conditions and calculate world time differences.		Delivering Lectures Report writing	

Code	Course Learning Outcomes	Code of CLOs aligned with program	Teaching Strategies	Assessment Methods
2.8	Specify code and decode airline, airport, city, country and currency codes.		Delivering Lectures Report writing	
...				
3.0	**Values, autonomy, and responsibility**			
3.1	Demonstrate how to create a passenger name record.		Delivering Lectures Solve problems in groups during tutorial	Workplace observation of the student confidently using and sourcing information from a GDS and presenting travel options and information to the customer.

Final examination. |
3.2	Inform the passenger of fare options.		Delivering Lectures Solve problems in groups during tutorial	
3.3	Describe the pricing of an itinerary.		Delivering Lectures Solve problems in groups during tutorial	
3.4	Issue a flight ticket.		Delivering Lectures Solve problems in groups during tutorial	
3.5	Explain and operate a Global Distribution queue system.		Delivering Lectures Solve problems in groups during tutorial	

C. Course Content

No	List of Topics	Contact Hours
1.		
2.		

Total		

D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Individual assignment	During the course	35%
2.	Group project	9th week	35%
3.	Examination	Final Exam week	30%
...			

*Assessment Activities (i.e., Written test, oral test, oral presentation, group project, essay, etc.)

E. Learning Resources and Facilities

1.References and Learning Resources

Essential References	• Rigas Doganis 2010, Flying off course, 4th Ed., London. Routledge, 2010.
	• John O'Connell (Editor), George Williams (Editor) 2011, Air transport in the 21st century, 1st Ed., Ashgate UK.
Supportive References	• Kostas latrou and Mauro Oretti, Airline choices for the future, Aldershot, England, Ashgate, 2007
Electronic Materials	• YouTube videos from reliable sources, such as " Ministry of Tourism of Saudi Arabia Official Channel"
	• Computer animations supplied by the instructor.
Other Learning Materials	N/A

2. Required Facilities and equipment

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	• One classroom: fits up to 35 students with white board.
Technology equipment (projector, smart board, software)	• A laptop computer connected to a projector to display PowerPoint presentations
Other equipment (depending on the nature of the specialty)	• N/A

F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	• The course instructor or teaching team	• Student Feedback and Teaching Portfolio
Effectiveness of students assessment	• The course instructor, teaching assistants, or an assessment committee	• Rubric Analysis
Quality of learning resources	• the course instructor, instructional designer, or curriculum development team	• Student Satisfaction and External Review
The extent to which CLOs have been achieved	• The course instructor	• Direct and indirect
Other	• N/A	• N/A

Assessor (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify)
Assessment Methods(Direct, Indirect)

G. Specification Approval Data

COUNCIL /COMMITTEE	· DEPARTMENT COUNCIL
REFERENCE NO.	· TTD 0108
DATE	· 00/00/2024