T-104

2022

Course Specification

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2022

Course Specification

Course Title:	**Aviation Projects**
Course Code:	**AVM 0214**
Program:	Aviation Management
Department:	**Aviation Management**
College:	**Applied College**
Institution:	**Imam Muhammad Bin Saud Islamic University**
Version:	*1st version*
Last Revision Date:	**27 July 2023**

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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:	Second year					
4. Course general Description The course will allow the student to combine all of the knowledge and practical skills which have been developed during the Diploma program. Projects should provide a means for students to further develop networks in the industry, showcase their knowledge and further develop their skills. The project is to allow a student to gain an understanding of an area of interest not otherwise covered within the program. Students will be required to conduct a research project. The research project will address an issue of relevance to the industry.						
5. Pre-requirements for this course (if any):						
6. Co- requirements for this course (if any): None						
7. Course Main Objective(s) After successfully completing this course students will be able to: • Demonstrate the ability to conceptualize, research, design, plan and execute a substantial technical research project. • Adapt and apply the knowledge and skills acquired over the aviation courses in planning and executing a research project in an area related to aviation. • Demonstrate the application of knowledge and skills with a high level of personal autonomy and accountability. • Demonstrate an ability to cogently analyze and discuss a subject of major interest to the aviation industry. • Complete a research project and prepare a comprehensive final report in a suitable format.						

1. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1.	Traditional classroom	45	100%
2.	Blended		
3.	E-learning		
4.	Correspondence		
5.	Other		

2. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	45
2.	Laboratory/Studio	
3.	Tutorial	
4.	Others (specify)	
	Total	45

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	Demonstrate ability to integrate the theoretical studies with the practical experience in the aviation business sector.	K1	A combination of tutorials, workshops and discussion	Project proposal, Project progress presentation, and Project report
2.0	Skills			
2.1	Demonstrate ability to identify and analyze organizational related problems in aviation industry.	K7	A combination of tutorials, workshops and discussion	Project proposal, Project progress presentation, and Project report
3.0	Values, autonomy, and responsibility			
3.1	Demonstrate adherence to organizational code of ethics.	S6	A combination of discussions	Project proposal, Project progress presentation, and Project report
3.2	Demonstrate effective communication skills	S5	A combination of discussions	Project progress presentation, and Project report

C. Course Content

No	List of Topics	Contact Hours
1.	Qualitative and quantitative methods in aviation research	7
2.	Research problem formulation	7
3.	Research design	8
4.	Questionnaire surveys	7
5.	Research ethics and introductory statistical analysis	7
6.	Conduct and implement an aviation project using the knowledge and skills	9
Total		45

D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Quiz 1	4	5%
2.	Quiz 2	8	5%
3.	Participation	Continuous Assessment	5%
4.	Midterm Exam	6	20%
5.	Homework	Continuous Assessment	5%
6.	Project	10	30%
7.	Final Exam	12	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	"Project Management for Aviation" by Kim Heldman "Airline Operations and Management: A Management Textbook" by Gerald N. Cook and Bruce Billig. "Introduction to Aviation Management" by Andreas Wald, Robert M. Harrell "Airport Planning and Management" by Seth Young, Alexander T. Wells
Supportive References	"Introduction to Flight" by John D. Anderson Jr.
Electronic Materials	N/A
Other Learning Materials	N/A

2. Required Facilities and equipment

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Classrooms
Technology equipment (projector, smart board, software)	Data Show, Smart Board
Other equipment (depending on the nature of the specialty)	None

F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	Faculty	Direct Method Assessment KPI indicator
Effectiveness of students assessment	Students	Indirect Method Survey

Assessment Areas/Issues	Assessor	Assessment Methods
Quality of learning resources		
The extent to which CLOs have been achieved		
Other		

Assessor (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify)

Assessment Methods (Direct, Indirect)

G. Specification Approval Data

COUNCIL /COMMITTEE	
REFERENCE NO.	
DATE	

هيئة تقويم التعليم والتدريب
Education & Training Evaluation Commission

T-104
2022

Course Specification

هيئة تقويم التعليم والتدريب
Education & Training Evaluation Commission

T-104
2022

Course Specification

Course Title:	**IT IN TRANSPORT INDUSTRY**
Course Code:	**AVM0210**
Program:	Aviation Management
Department:	**Aviation Management**
College:	**Applied College**
Institution:	**Imam Muhammad Bin Saud Islamic University**
Version:	*1st version*
Last Revision Date:	**27 July 2023**

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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:	Fifth Level				
4. Course general Description This course provides an overview of the application of information technology in the air industry. It covers various aspects of IT systems and their role in air transportation, including airline reservation systems, aviation communication networks, air traffic management systems, airport information systems, airline fleet management systems, baggage handling systems, air cargo management systems, passenger experience, and airport security. Students will gain a comprehensive understanding of how information technology is utilized to enhance efficiency and safety in the air industry.					
5. Pre-requirements for this course (if any):					
6. Co- requirements for this course (if any): **n/a**					
7. Course Main Objective(s) Course Objectives: 1. To introduce students to the fundamental concepts and principles of information technology in the air industry. 2. To explore the different IT systems used in airline operations, airport management, and air traffic control. 3. To analyze the impact of information technology on air transportation efficiency, safety, and passenger experience. 4. To develop critical thinking and problem-solving skills in relation to IT applications and challenges in the air industry. 5. To understand the emerging technologies and trends shaping the future of IT in air transportation.					

1. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1.	Traditional classroom	43	100%
2.	Blended		
3.	E-learning		
4.	Correspondence		
5.	Other		

2. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	45
2.	Laboratory/Studio	
3.	Tutorial	
4.	Others (specify)	
	Total	45

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	Demonstrate an understanding of the structure and functioning of the air transport industry, including the various components and stakeholders involved.	K1	Class lectures, Class discussion, Quizzes and Homework	Quizzes, Homework, Assignment, Presentations and Exams.
1.2	Identify and analyze the key technological advancements and trends in IT within the air transport industry.	K2	Class lectures, Class discussion, Quizzes and Homework	Quizzes, Homework, Assignment, Presentations and Exams
2.0	Skills			
2.1	Collaborate effectively with stakeholders in the air transport industry to develop and implement IT solutions.	K3	Class lectures, Class discussion, Quizzes and Homework	Quizzes, Homework, Assignment, Presentations and Exams
3.0	Values, autonomy, and responsibility			
3.1	Critically evaluate and assess the success and effectiveness of IT initiatives in the air transport industry, and propose recommendations for improvement.	S3	A combination of lecture and group discussion	Oral Presentation

C. Course Content

No	List of Topics	Contact Hours
1.	Overview of Information Technology in the Air Industry - Importance of IT in air transportation - Role of IT in enhancing efficiency and safety in the air industry - Overview of key IT systems and technologies utilized in aviation	6
2.	Airline Operations and IT Systems - Airline reservation and ticketing systems - Flight operations and crew management systems - Fleet management and maintenance systems	7
3.	Airport Management and IT Applications - Airport information systems and passenger processing solutions - Baggage handling and tracking systems - Airport security and biometric technologies	8
4.	Passenger Experience and IT Solutions - Customer relationship management systems in the airline industry - Inflight entertainment and connectivity solutions - Mobile applications for passenger services	8
5.	Safety and Security in IT Applications - Cybersecurity challenges and solutions in the air industry - Aviation safety management systems - Emergency response and disaster management systems	8
6.	Emerging Technologies in the Air Industry - Artificial intelligence and machine learning applications in aviation	8

	- Internet of Things (IoT) and smart aviation solutions - Virtual reality and augmented reality in pilot training and simulation	
Total		45

D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Quiz 1	4	5%
2.	Quiz 2	8	5%
3.	Participation	Continuous Assessment	5%
4.	Midterm Exam	6	20%
5.	Homework	Continuous Assessment	5%
6.	Project	10	30%
7.	Final Exam	12	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	1. Odoom, E. R. (2017). Aviation Safety Management Systems: A Practical Guide. CRC Press. 2. Ashford, N., Stanton, H., & Moore, C. (2015). Airport Operations (Third Edition). Wiley. 3. Shaw, B., & Williams, P. (2017). Air Transport Management: An International Perspective.
Supportive References	Hanlon, C. (2018). Introduction to Air Transport Economics: From Theory to Applications. Routledge.
Electronic Materials	N/A
Other Learning Materials	N/A

2. Required Facilities and equipment

Items	Resources
Facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Classrooms
Technology equipment (projector, smart board, software)	X
Other equipment (depending on the nature of the specialty)	None

F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	Faculty	Direct Method Assessment KPI indicator
Effectiveness of student's assessment	Students	Indirect Method Survey
Quality of learning resources		

Assessment Areas/Issues	Assessor	Assessment Methods
The extent to which CLOs have been achieved		
Other		

Assessor (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify)

Assessment Methods (Direct, Indirect)

G. Specification Approval Data

COUNCIL /COMMITTEE	
REFERENCE NO.	
DATE	

Course Title:	**Airport and Airline Operations**
Course Code:	AVM 0211
Program:	Aviation Management
Department:	Aviation Management
College:	Applied College
Institution:	Imam Muhammad Bin Saud Islamic University

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A. Course Identification

1. Credit hours:	**3**
2. Course type	
a.	University ☐ College ☐ Department ☒ Others ☐
b.	Required ☒ Elective ☐
3. Level/year at which this course is offered: fifth Level	
4. Pre-requisites for this course (if any)**: AVM 205, AVM 206**	
5. Co-requisites for this course (if any)**: n/a**	

6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	**Traditional classroom**	43	100.0
2	**Blended**		
3	**E-learning**		
4	**Distance learning**		
5	**Other**		

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	**Lecture**	43
2	**Laboratory/Studio**	
3	**Tutorial**	
4	**Others** (specify)	
	Total	43

B. Course Objectives and Learning Outcomes

1. Course Description

This course introduces the student to the fundamental of airline operations. Areas of study include aviation market analysis, cargo operations, ground operations, fleet planning and scheduling, and how these four areas work together to create and maintain airline scheduled operations. Aviation terminology is emphasized, and current events that will shape the future of aviation will be analyzed and discussed. It also introduces the various complex systems employed in commercial service airports to meet governmental certification requirements and the needs of stakeholders, including airlines and air travelers.

2. Course Main Objective

The course introduces the concepts and tools of airline operations and exposes the actual practice of such concepts and tools through analysis of cases and interactive exercises. In addition, the course intends to orient students on how commercial service airports function on an operational level.

3. Course Learning Outcomes

CLOs		Aligned PLOs
1	**Knowledge and Understanding**	
1.1	Demonstrate general knowledge of basic operational systems required for airport certification.	1.1
1.2	Demonstrate knowledge that airports are conceptually a number of unique systems intertwined to meet the needs of contemporary air transport.	1.2
2	**Skills :**	
2.1	Explain basic knowledge of key airport operating systems.	2.1
2.2	Utilize key airport operating systems to address contemporary day-today airport operational problems.	2.2
3	**Values:**	
3.1	Utilize research skills to explore and understand airport operations issues.	5.1
3.2	Organize the undertaking and presenting of research involving contemporary airport operational issues.	5.1

C. Course Content

No	List of Topics	Contact Hours
1	Management of Introduction to Airports as an Operational System	4
2	Airport Capacity and Airline Scheduling	3
3	Airport Noise Controls	3
4	Airport Infrastructure and Airport Performance	3
5	Aviation Market Analysis	3
6	Aviation Market Trends	3
7	Airport Ground Handling and Baggage Processing	3
8	Supply & Demand	3
9	Airport Security	3
10	Airport Cargo Operations and Aerodrome Technical Services	3
11	Airport Aircraft Emergency Response Systems	3
12	Airport Access and Airport Organizational Structures for Performance	3
13	Airport Safety Management Systems (SMS) and Airport Operations Control Centers	3
14	Cost & Price	3
Total		43

D. Teaching and Assessment

1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.0	**Knowledge and Understanding** Demonstrate		
1.1	general knowledge of basic operational systems required for airport certification.	Lecture	Examination
1.2	Demonstrate knowledge that airports are conceptually a number of unique systems intertwined to meet the needs of contemporary air transport.	Lecture	Examination
2.0	**Skills**		
2.1	Explain basic knowledge of key airport operating systems.	Lecture	Examination
2.2	Utilize key airport operating systems to address contemporary day-to-day airport operational problems.	Lecture	Examination
3.0	**Values**		
3.1	Utilize research skills to explore and understand airport operations issues.	Experiential	Research Report
3.2	Organize the undertaking and presenting of research involving contemporary airport operational issues.	Experiential	Oral Presentation

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Major Exam 1 (Written test)	4	15%
2	Major Exam 2 (Written test)	8	15%
3	Team Research Paper	10	20%
4	Team Oral presentation	11	20%
5	Final Exam (Written test)	12	30%

***Assessment task** (i.e., written test, oral test, oral presentation, group project, essay, etc.)

E. Student Academic Counseling and Support

Arrangements for availability of faculty and teaching staff for individual student consultations and academic advice :
Lecturer provides regularly scheduled office hours, as well as availability by email if the matter cannot wait until the next scheduled availability during scheduled office hours.

F. Learning Resources and Facilities

1.Learning Resources

Required Textbooks	Ashford, N.J., H.P.M. Stanton, C.A. Moore, P. Coutu, and J.R. Beasley (2013) Airport Operations (3rd Ed.): McGraw-Hill. ISBN: 9780071775847 A Practical Guide, 1st Edition, Routledge, 2017 (ISBN: 9781472478177)
Essential References Materials	
Electronic Materials	
Other Learning Materials	

2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.)	Lecture Room
Technology Resources (AV, data show, Smart Board, software, etc.)	X
Other Resources (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	n/a

G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
Student Achievement of Fundamental Knowledge of Contemporary Airport Operations	Faculty	Examination Results (Direct)
Student Capability to Undertake and Report on Research Involving Contemporary Airport Operating Issues	Faculty	Research Paper and Oral Presentation Results (Direct)
Student Feedback on Course Knowledge Acquisition	Students	Course Exit Survey (Indirect)

Evaluation areas (e.g., Effectiveness of teaching and assessment, Extent of achievement of course learning outcomes, Quality of learning resources, etc.)
Evaluators (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify)

Assessment Methods (Direct, Indirect)

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Education & Training Evaluation Commission

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Course Specification

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Course Specification

Course Title:	**Human Resources in Aviation Management**
Course Code :	**AVM0212**
Program:	**Aviation Management**
Department:	**Aviation Management**
College:	**Applied College**
Institution:	**Imam Muhammad Bin Saud Islamic University**
Version:	***1st version***
Last Revision Date:	**26 February 2024**

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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:	**Second year – Fifth level**				
4. Course general Description The course aims to provide an introduction to the fundamental concepts and principles of Human Resources Management (HRM) in civil aviation organizations. It covers how HRM is utilized to select, motivate, advance, and reward employees. Additionally, the course also discusses the specific requirements that are necessary for those employed in civil aviation organizations.					
5. Pre-requirements for this course (if any): ADM 0103, AVM0101					
6. Co- requirements for this course (if any): None					
7. Course Main Objective(s) The course introduces the concepts and tools of airline management, and students are expected to learn how Civil Aviation organizations use Human Resources Management (HRM) to select, recruit, motivate, advance, and reward employees for achieving organizational goals.					

1. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1.	Traditional classroom	45	100%
2.	Blended		
3.	E-learning		
4.	Correspondence		
5.	Other		

2. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	45
2.	Laboratory/Studio	
3.	Tutorial	
4.	Others (specify)	
	Total	45

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	Students will be able to apply HRM principles and practices tailored to the unique requirements of the aviation industry.	1.1	Class lectures Class discussion	Quizzes, Homework, Assignment, Presentations and Exams.
1.2	Students will develop competencies in recruiting and selecting qualified personnel for various roles within civil aviation organizations.	1.2	Class lectures Class discussion	Quizzes, Homework, Assignment, Presentations and Exams
2.0	Skills			
2.1	Students will enhance their communication and teamwork skills through collaborative projects, case studies, and interactive learning activities.	2.1	Class discussion Presentation	Assignment, Oral Presentations
2.2	Students will be able to demonstrate written skills in presenting information regarding human resources issues that impact civil aviation.	2.2	Class discussion Research Project	Research Paper
3.0	Values, autonomy, and responsibility			
3.1	Students will present research on the critical human resource issues and identify the causes and devise effective solutions that can improve the civil aviation industry.	3.1	Class lectures Class discussion	Examinations

C. Course Content

No	List of Topics	Contact Hours
1.	Introduction to Human Resource Management (HRM)	6
2.	HRM and the Individual	3
3.	HRM Strategy and Performance	3
4.	The Labor Market and HRM	6
5.	People Resourcing	3
6.	National and International Context of HRM	3
7.	Managing Performance and Rewards	6
8.	Human Resources Development	3
9.	Employment Relations	3
10.	Equality and Diversity in HRM	3
11.	Careers and Career Management	6
	Total	45

D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Quiz 1	Week 4	5%
2.	Quiz 2	Week 10	5%
3.	Major Exam	Week 8	20%
4.	Homework	All weeks	5%
4.	Participation & attendance	All weeks	5%
5.	Term Research Paper and Oral presentation	Week 15	30%
6.	Final Exam	16	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	Wilton, N. (2016) An Introduction to Human Resource Management (3rd Ed.): Sage. ISBN: 978-1473954199
Supportive References	N/A
Electronic Materials	N/A
Other Learning Materials	N/A

2. Required Facilities and equipment

Items	Resources
Facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Classrooms
Technology equipment (projector, smart board, software)	Projector or smart board
Other equipment (depending on the nature of the specialty)	None

F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	Faculty	Direct Method
Effectiveness of student's assessment	Students	Indirect Method Survey
Quality of learning resources		
Other		

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

G. Specification Approval Data

COUNCIL /COMMITTEE	
REFERENCE NO.	
DATE	

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Education & Training Evaluation Commission

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Course Specification

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Course Specification

Course Title:	**Ground Operations Management**
Course Code:	**AVM 0213**
Program:	Aviation Management
Department:	**Aviation Management**
College:	**Applied College**
Institution:	**Imam Muhammad Bin Saud Islamic University**
Version:	*1st version*
Last Revision Date:	**27 July 2023**

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A. General information about the course:

Course Identification						
1. Credit hours:	4					
2. Course type						
a.	University ☐	College ☐	Department☒	Track☐	Others☐	
b.	Required ☒	Elective☐				
3. Level/year at which this course is offered:	Second Year					
4. Course general Description This course provides the essential knowledge required by operations officers at the control centers of ground service providers and self-handling airlines. The aim is to safety perform quick turnarounds and minimize delays so minimizing costs and, above all, reinforcing customer satisfaction. Topics covered include duties of a Station Manager, service level agreements, standard messaging, slot requests, aircraft and airport characteristics, airport and aircraft codes, ground service equipment, ULD and baggage handling, weight and balance principles, turn around operations and coordination, security awareness and emergency response procedures.						
5. Pre-requirements for this course (if any):						
6. Co- requirements for this course (if any):	**N/A**					
7. Course Main Objective(s) Upon completion of this course, students will be able to: 1. Control and supervise an airline station in a self- handled or outsourced environment 2. Use Ground Handling and Service Level Agreements (SLAs) to suit your station's handling needs, reduce costs and provide quality service 3. Prevent fraud by being knowledgeable about the current methods that fraudsters use to dilute airline revenues 4. Implement a Safety and Security Station Management System according to industry standards and recommended practices 5. Motivate staff and effectively monitor their performance						

1. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1.	Traditional classroom	60	100
2.	E-learning		
3.	Hybrid • Traditional classroom • E-learning		
4.	Distance learning		

2. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	Lectures	60
2.	Laboratory/Studio	
3.	Field	
4.	Tutorial	
5.	Others (specify)	
	Total	60

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	Understand how service level Agreements can reduce cost and improve quality	K1	Lecture	Examination
1.2	Learn about safety management systems	K2	Lecture	Examination
2.0	Skills			
2.1	Effectively managing safe	K7	Lecture	Examination
2.2	Explore the issues in the self-handled or outsourced environment	K6	Lecture	Examination
3.0	Values, autonomy, and responsibility			
3.1	Auditing procedures and best practices for occupational safety and fraud prevention	S6	Experiential	Oral Presentation
3.2	Reliable and efficient handling services is a key to success of today's station manager	S7	Experiential	Experiential

C. Course Content

No	List of Topics	Contact Hours
1.	Role and Responsibilities of a Station Manager	7
2.	Airline and Airport Security	6
3.	Fraud Prevention	6
4.	Airside Safety	7
5.	Baggage Handling Management	6
6.	Passenger Handling Management	6
7.	Airline Catering	7
8.	Handling Agreements and Service for Other Airlines	8
9.	People Management	7
Total		60

D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Quiz 1	4	5%
2.	Quiz 2	8	5%
3.	Participation	Continuous Assessment	5%
4.	Midterm Exam	6	20%
5.	Homework	Continuous Assessment	5%
6.	Project	10	30%
7.	Final Exam	12	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	IATA Ground Operations Management Textbook "Airport Operations" by Norman J. Ashford, Pierre Coutu, and John R. Beasley "Introduction to Air Transport Economics: From Theory to Applications" by Bijan Vasigh, Ken Fleming, and Thomas Tacker "Airline Operations and Management: A Management Textbook" by Gerald N. Cook and Bruce Billig "Logistics and Transportation Security: A Strategic, Tactical, and Operational Guide to Resilience" by Maria G. Burns
Supportive References	
Electronic Materials	
Other Learning Materials	

2. Required Facilities and equipment

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Classroom
Technology equipment (projector, smart board, software)	X
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	Faculty	Direct Method Assessment KPI indicator
Effectiveness of students assessment	Students	Indirect Method Survey
Quality of learning resources		
The extent to which CLOs have been achieved		
Other		

Assessor (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify)

Assessment Methods (Direct, Indirect)

G. Specification Approval Data

COUNCIL /COMMITTEE	
REFERENCE NO.	
DATE	