Maharashtra State Board of Vocational Education Examination, Mumbai – 51

1	Name of Course	**Certificate Course in Training for Airport Counter / Ground Handling**
2	Course Code	417102
3	Max. Nos. of Student	25 Students
4	Duration	6 Months
5	Type	Part Time
6	Nos. of Days / Week	6 Days
7	Nos. of Hours/Days	4 Hrs
8	Space Required	Theory Class Room – 200 sqft Practical – 1000 sqft
9	Entry Qualification	S.S.C.
10	Objective of Syllabus/ Introduction	To get knowledge about Customer Care in Aviation Sector.
11	Employment Opportunity	Can get job in Aviation Sector.
12	Teacher's Qualification	Diploma / Certificate Course in Concern Subject.
13	Training System	**Training System Per Week**

Theory	Practical	Total
6 Hours	18 Hours	24 Hours

14 Exam. System

Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Min. Marks
1	41710211	Training for Airport Counter	TH-I	3 hrs	100	35
2	41710212	Training for Airport Ground Handling (Ground Staff)	TH-II	3 hrs	100	35
3	41710221	Training for Airport Counter	PR-I	3 hrs	100	50
4	41710222	Airport Ground Handling	PR-II	3 hrs	100	50
		Total			**400**	**170**

Theory Paper I
Training for Airport Counter
Subject Code : 41710211

1. <u>Airport Counter</u>

1) Airport Authority of India **(AAI)**

2) International Air Transport Association (**IATA – UFTAA)**
A) AIMS OF IATA
B) TRAVEL GEOGRAPHY
C) AREA 1 (TC 1)
D) AREA 2 (TC 2)
E) AREA 3 (TC 3)

3) International Civil Aviation Organization (**ICAO)**
A) Functions Of Icao.
B) Objectives Of Icao
C) Icao's Strategic Planning

4) Director General of Civil Aviation (**DGCA)**
A) Functions OF DGCA.

5) Airport Planning Management:-
A) Definition
B) Runways
C) Taxiway

6) Square Of Activities For Handing Of Plane At Airport.

2. <u>Introduction to Aviation</u>

1. History of World Aviation / Indian Aviation
2. Aircraft Manufactures
3. Theory of Flight
4. Important Aviation Body :- IATA / ICAO / DGCA / AAI
5. World Geography :- Geography World Continents / Three Letter Codes / Airport Codes / International Airlines Code / Country & Currency Code / India Code / GMT & IDL
6. Phonetic Alphabet
7. Airlines Terms & Definitions, Abbreviation, Aviation Terminologies, Configuration of Aircrafts / Airlines
8. How to read a time table
9. Documents: - Passport, Visa's, Health Certificate, Insurance and Customs & Airport Taxes, Emigration, Types of Currency, Foreign Exchange.

Theory Paper II
Training for Airport Ground Handling (Ground Staff)
Subject Code : 41710212

1. <u>Ground Handling</u> (Airport Ground Staff)

1. Different Activities On-Duty At The Airport & Their Functions:
- A) Counter Staff
- B) Stencil Staff (Ramp Staff)
- C) Loading Staff
- D) Baggage Make Up Area.
- E) Security
- F) Arrival
- G) Floor Walkers / Customer Service Unit Staff
- H) Boarding Staff
- I) Load And Trim Staff
- J) Baggage Identification
- K) Immigration Staff
- L) Custom Staff

2. Pre Flight And Post Flight Procedures

3. Ramp Equipment

4. Documentation-Commercial Documents
- 1) Passenger Manifest / Flight Manifest
- 2) Cargo Manifest
- 3) Cargo Transfer Manifest
- 4) Seat Cards
- 5) Seat Charts
- 6) Pax Summary

5. Passenger Handling
- 1) Information Desk (Enquiry)
- 2) Checking Of Passenger Documents On International Flights
- 3) Check In Counter
- 4) Passenger Checking
- 5) Intoxicated Passenger
- 6) Medical Facilities For Passengers

6. Airport Handling-General
- 1) Embarkation & Disembarkation
- 2) Death On Board
- 3) Delay To Flight
- 4) Action in Delays
- 5) Bomb Scare

7. Duty Allocation at Airport Pass Handling

8. Baggage Handling Types Of Baggage And Mishandling.
    1) Cabin Baggage
    2) Checked Baggage
    3) Carry Items
    4) Free Baggage Allowance
    5) Economy

9. First Aid Training

10. **Hospitality** : Hotels / General Operation & Structure

11. **Communication Skills & Personality Development**

1. Communication Skills

1. Preparing vocabulary (2500 words)
2. Preparing phrases / idioms
3. Preparing complete sentence
4. Oratory / speech hailing
5. Letter writing
6. Précis
7. Comprehension
8. Correcting of sentence
9. Rapid reading skills
10. Rapid listening skills
11. Practical spoken English
12. Day to day conversational practice
13. Creating practical situations for practical demonstration
14. Rules and regulation for speaking English
15. Final self assessment
16. Group discussions
17. Learning effective communication skill
18. Public speaking and business presentation

2. Personality Development

1. Introduction to Personality Development
2. Grooming & Presentation
3. Public Speaking / Oratory
4. Motivation
5. Leadership
6. Stress Management
7. Empathy
8. Persistence
9. Attitude
10. Time Management
11. Interpersonal Relationship, Team Work
12. Transactional Analysis
13. Character Building & Morals
14. Body Language
15. Telephone Etiquettes
16. Emotional Intelligence
17. Goal Setting
18. Interview Skills

Practical - I

Training for Airport Counter

Subject Code : 41710221

1. Visit to Airport to see the work procedures like Airport Management / Flight Procedures.
2. Activities For Handing Of Plane At Airport.
3. Procedure at Airport Counter i.e. filling up the document which is required for the check in procedures, airport handlings, flight operation & security etc.
4. Parts of Aircrafts
5. Aircraft Model
6. Map Work for Geography physical & political
7. Codes (City, Airlines, Airports, Currency etc)
8. Time Table
9. Interior of Aircraft
10. Passenger Entertainment
11. Documentation Passport Visa Entries, Segment Information
12. LCD demonstration like security check in, baggage handling & other.
13. Announcements

Practical – II

Airport Ground Handling

Subject Code : 41710222

1. Duties of Ground staff with various activities on Airport
2. Various types of work of Ground Staff on Airports,
3. Different Activities On-Duty At The Airport & Their Functions
4. Pre Flight And Post Flight Procedures
5. Ramp Equipment
6. Documentation-Commercial Documents
7. Passenger Handling :Information Desk (Enquiry), Checking Of Passenger Documents On International Flights, Check In Counter, Passenger Checking, Intoxicated Passenger, Medical Facilities For Passengers
8. Airport Handling-General : Embarkation & Disembarkation, Death On Board, Delay To Flight, Action in Delays, Bomb Scare
9. Duty Allocation at Airport Pass Handling
10. Baggage Handling Types Of Baggage And Mishandling.
11. First Aid Training

2. Hospitality : Hotels / General Operation & Structure

1. Hotels: History & Development organizational structure of the hotel. Types of accommodation, Criteria + Process for classification of Hotels, Hotel Terminology Operational Department.
2. **Structure** : Front Office, Food & Beverage, Types of cooking & cuisine, Knowledge of foods, Kitchen & Restaurant, Housekeeping, maintenance & security. Guest as focus and front office as facilitator. Operation skills and attitude of front office. Responsibility & their functions.
3. Hotel Industry & Future Plans. Planning & Evaluating Operations.
4. Check in & check out procedures for FIT / GITs
5. Various plans – meals room assignment / allocation.
6. Procedures of Departments with guests. Maintain the record at the counter, crews, companies, conference. Luggage handling, arrivals and departures / storage for FIT, groups, crews care handling.

3. Communication Skills & Personality Development

1. Speeches on general topics.
2. Communication – Preparing Complete sentence, Group discussion on various topics, Paragraph writing, written communication, Practical Spoken English
3. Presentations on various topics of Group Discussion
4. Personality Development, Grooming
5. Interview Skills

List of Equipment

1.	Aircraft Model
2.	Maps (India / World)
3.	Make up Kit (For Grooming)
4.	First Aid Box (For demonstration in emergencies)
5.	Audio Visual / LCD Projector
6.	Mike System (For Announcements & Other Activities)
7.	Computers (5 Nos)

Material Required for Teachers

1	Notes	3.	Modules
2	Maps & Charts	4.	Cd's

Reference Book

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Name of the Books	Written By
Module I – Introduction to Aviation **	Late Capt. Ashis Roy
Training for Airport Counter & Ground Handling **	Late Capt. Ashis Roy
Other reference book - Career in Aviation	By Mapels
Indian Aviation Industry - Opportunity & Challenges	V.V. Ravi Kumar
Handbook of Global Aviation Industry & Hospitality	Ratnadeep Singh

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