

MRSPTU SKILL CERTIFICATE COURSE IN AIRLINE TICKETING  
2022 BATCH ONWARDS (6 months course)

Code	Units	Study Scheme		Credits	Marks Evaluation Scheme								Total Marks
		Total Hrs.			Internal Assessment				External Assessment				
					Th	Pr			Th	Pr	Hrs	Total	
CMEE5-101	Communication Skills	8	-	1	25	-	25	25	1	-	-	25	50
CMEE5-101P	Communication Skills Lab.	-	24	1	-	25	25	-	-	50	2	50	75
CALTS1-101	Introduction to Aviation Industry	20	-	1	25	-	25	50	2	-	-	50	75
CALTS1-102	Introduction to Aviation Industry Lab	-	50	2	-	50	50	-	-	100	4	100	150
CALTS1-103	Computer Applications in Aviation Industry	30	-	1	25	-	25	50	2	-	-	50	75
CALTS1-104	Computer Applications in Aviation Industry Lab	-	60	2	-	50	50	-	-	100	4	100	150
CALTS1-105	Air Ticketing	40	-	2	25	-	25	50	2	-	-	50	75
CALTS1-106	Air Ticketing Lab	-	90	4	-	75	75	-	-	100	4	100	175
CALTS1-107	Consumer Behavior	40	-	2	25	-	25	50	2	-	-	50	75
CALTS1-108	Consumer behavior Lab	-	92	2	-	50	50	-	-	75	3	75	125
CALTS1-109	Passport and Visa	30	-	1	25	-	25	50	2	-	-	50	75
CMEE5-106P	# Student Centre Activity	-	48	2	-	25	25	-	-	-	-	-	25
CMEE5-107P	+4-Week Industrial Training at the end of Semester and Major Project	-	-	4	-	-	-	-	-	100	3	100	100
	TOTAL	168	364	25	150	275	425	275	-	525	-	800	1225

# SCA will comprise of co-curricular activities like extension lectures on entrepreneurship, Industrial tour, environment, sports, hobby club, such as, photography, etc., seminars, declamation contest, educational field visits, NCC, NSS, cultural activities, etc.

**+Industrial Training**

Before completion of the semester, the students will go for training in a relevant industry/field organization for a minimum period of 4 weeks and prepare a diary. The student will prepare a report at the end of training. This report will be evaluated by the concerned instructor in the presence of one industry representative from the relevant trade/field.

**Total weeks per semester: 16, Total working days per week: 5, Total Hours per day: 7, Total Hours in a semester: 16x5x7 = 560 One credit is defined as one hour of lecture per week or two Hours of practical per week in the programme.**

**GUIDELINES FOR ASSESSMENT OF STUDENT CENTRED ACTIVITIES (SCA)**

The maximum marks for SCA should be 25. The marks may be distributed as follows:

- i) 5 marks for general behavior and discipline  
(By Principal or HOD in consultation with the instructor(s)/trainers)
- ii) 5 marks for attendance as per following  
(By the instructors/ trainers of the department)
  - a) Up to 75% Nil
  - b) 75% to 80% 02 marks
  - c) 80% to 85% 03 marks
  - d) Above 85% 05 marks
- iii) 15 marks maximum for sports/ NCC/ NSS/ Cultural/ Co-curricular activities as per following:  
(By In-charge of Sports/ Cultural/ NCC/ NSS/ Co-curricular activities) 15 marks - for National level participation  
or inter-university competition 10 marks - participation any two of the activities  
05 marks – participation at the internal sports of the institute/college/university  
Note: There should be no marks for attendance in the internal sessional of different subjects.

**UNIT – I  
SUBJECT CODE: CMEE5-101  
COMMUNICATION SKILLS**

**Learning Outcomes:**

After undergoing this unit, the students will be able to:

1. Speak confidently.
  2. Overcome communication barriers.
  3. Write legibly and effectively.
  4. Listen in proper prospective.
  5. Read various genres adopting different reading techniques.
- Respond to telephone calls and e – mails effectively.

<b>Practical</b>	<b>(24 Hours)</b>	<b>Theory</b>	<b>(08 Hours)</b>
		Basics of Communication <ul style="list-style-type: none"> <li>• Process of communication</li> <li>• Types of communication-formal and informal, oral and written, verbal and non- verbal</li> <li>• Objectives of communication</li> <li>• Essentials of communication</li> <li>• Barriers to communication</li> </ul>	(1 hour)
<ul style="list-style-type: none"> <li>• Looking up words in a dictionary (meaning and pronunciation)</li> </ul>	(2 Hours)	Functional Grammar and Vocabulary <ul style="list-style-type: none"> <li>• Parts of speech</li> <li>• Tenses</li> <li>• Correction of incorrect sentences</li> </ul>	(2 Hours)
<ul style="list-style-type: none"> <li>• Self and peer introduction</li> <li>• Greetings for different occasions</li> </ul>	(1 Hour)	Listening <ul style="list-style-type: none"> <li>• Meaning and process of listening</li> <li>• Importance of listening</li> <li>• Methods to improve listening skills</li> </ul> Speaking <ul style="list-style-type: none"> <li>• Importance</li> <li>• Methods to improve speaking</li> <li>• Manners and etiquettes</li> </ul>	(2 Hours)
<ul style="list-style-type: none"> <li>• Newspaper reading</li> </ul>	(1 Hour)	Reading <ul style="list-style-type: none"> <li>• Meaning</li> <li>• Techniques of reading: skimming, scanning, intensive and extensive reading</li> </ul>	(1 Hour)
<ul style="list-style-type: none"> <li>• Vocabulary enrichment and grammar exercises</li> <li>• Exercises on sentence framing accurately</li> </ul>	(6 Hours)	Functional Vocabulary <ul style="list-style-type: none"> <li>• One-word substitution</li> <li>• Commonly used words which are often misspelt</li> <li>• Punctuation</li> <li>• Idioms and phrases</li> </ul>	(2 Hours)
<ul style="list-style-type: none"> <li>• Reading a loud articles and essays on current and social issues</li> <li>• Comprehension of short paragraph</li> </ul>	(5 Hours)		
<ul style="list-style-type: none"> <li>• Write a short technical report</li> <li>• Letter writing</li> </ul>	(3 Hours)		
<ul style="list-style-type: none"> <li>• Participate in oral discussion</li> <li>• Respond to telephonic calls and e - mails effectively</li> <li>• Mock interview</li> </ul>	(6 Hours)		

**Means of Assessment**

1. Assignments and quiz/class tests
2. Mid-term and end-term written tests
3. Laboratory and practical work
4. Viva-voce

UNIT – II SUBJECT CODE: CALTS1-101 INTRODUCTION TO AVIATION INDUSTRY			
<b>Learning Outcomes:</b> After undergoing this unit, the students will be able to: <ul style="list-style-type: none"><li>• Know basics of aviation industry.</li><li>• Understand about the techniques and methodologies used in Aviation Industry.</li><li>• Learn about the Safety and Security in Air Transportation.</li><li>• Understand the role of travel agents and approved travel agencies in managing tourist’s experiences.</li></ul>			
Practical (50 Hours)		Theory (20 Hours)	
		<b>Introduction</b> <ul style="list-style-type: none"><li>• Evolution of Aviation</li><li>• Growth Drivers</li><li>• Issues and Challenges</li><li>• Commercial Aviation</li><li>• Airport Handling</li></ul>	
<ul style="list-style-type: none"><li>• Introduction to aviation industry</li><li>• Issues and Challenges</li></ul>		<b>Introduction to Airline Industry</b> <ul style="list-style-type: none"><li>• History of Airlines</li><li>• Regulatory bodies</li><li>• Navigation systems: Route Planning</li><li>• Safety and Security</li><li>• Training and Awareness</li></ul>	
<ul style="list-style-type: none"><li>• Navigation Systems: route planning</li><li>• Regulatory bodies</li></ul>		<b>Airline Terminal Management</b> <ul style="list-style-type: none"><li>• Domestic and International Formalities</li><li>• Check – in of hand baggages</li><li>• Personal Screening and frisking</li><li>• Ground announcements</li><li>• Ramp handling and safety procedure</li></ul>	
<ul style="list-style-type: none"><li>• Safety and Security at airport</li><li>• Airport Terminals</li></ul>		<b>Public Relations in Aviation Sector</b> <ul style="list-style-type: none"><li>• PR with Airport operators</li><li>• Good Qualities of PR</li><li>• Challenges</li><li>• Types and role of media handling</li><li>• Power of electronic media</li></ul>	
<ul style="list-style-type: none"><li>• Domestic and International Departures</li><li>• Ground Announcements</li></ul>			
<ul style="list-style-type: none"><li>• Baggage handling</li><li>• Delayed flights</li></ul>			
<ul style="list-style-type: none"><li>• Ramp handling and safety</li><li>• Public Relation</li></ul>			
<ul style="list-style-type: none"><li>• Good Qualities of PR</li><li>• Role of PR in Media handling</li><li>• Do’s and Don’ts in media handling</li></ul>			

UNIT – III	
SUBJECT CODE: CALTS1-103	
COMPUTER APPLICTIONS IN AVIATION INDUSTRY	
<b>Learning Outcomes:</b> After undergoing this unit, the students will be able to: <ul style="list-style-type: none"><li>• Have knowledge of Computer Application in Aviation industry.</li><li>• Prepare students to use app software to solve business problem &amp; increase efficiency at airports.</li><li>• Understand of why computers are essential components of Aviation Industry.</li></ul>	
Practical (60 Hours)	Theory (30 Hours)
	<b>Introduction</b> <ul style="list-style-type: none"><li>• Concepts on word processing</li><li>• Templates</li><li>• Formatting</li><li>• Inserting</li><li>• Printing</li></ul>
<ul style="list-style-type: none"><li>• Practical Knowledge of concepts of word processing</li><li>• Templates</li><li>• Formatting</li><li>• Inserting</li><li>• Printing</li></ul>	<b>Preparing presentations</b> <ul style="list-style-type: none"><li>• Basic Presentations</li><li>• Design</li><li>• Animation</li><li>• Slideshow</li></ul>
<ul style="list-style-type: none"><li>• Basic Presentations</li><li>• Design</li><li>• Animation</li><li>• Slideshow</li></ul>	<b>Spreadsheet and its Applications in Aviation Industry</b> <ul style="list-style-type: none"><li>• Spreadsheet concepts</li><li>• Organizing Charts and graphs</li><li>• Database, and Text functions</li></ul>
<ul style="list-style-type: none"><li>• Spreadsheet concepts</li><li>• Organizing Charts and graphs</li><li>• Database, and Text functions</li></ul>	<b>Creating Aviation Spreadsheet</b> <ul style="list-style-type: none"><li>• Payroll statements</li><li>• Graphical representation of data</li><li>• Frequency distribution and its statistical parameters</li></ul>
<ul style="list-style-type: none"><li>• Payroll statements</li><li>• Graphical representation of data</li><li>• Frequency distribution and its statistical parameters</li></ul>	

UNIT – IV SUBJECT CODE: CALTS1-105 AIR TICKETING	
<b>Learning Outcomes:</b> After undergoing this unit, the students will be able to: <ul style="list-style-type: none"><li>Construct fares to various traffic conferences</li><li>Demonstrate the ability to issue tickets</li><li>Apply the practical knowledge in the travel agency</li></ul>	
Practical (90 Hours)	Theory (40 Hours)
	<b>Introduction</b> <ul style="list-style-type: none"><li>Various aviation terminologies</li><li>Fare calculations</li><li>Type of journey</li></ul>
<ul style="list-style-type: none"><li>Knowledge of Air – fare calculation software Amadeus and Galileo</li><li>Types of Passengers</li><li>Coding and Decoding of Airport/Airline and Aircraft codes</li></ul>	<b>Reservation system in aviation sector</b> <ul style="list-style-type: none"><li>Role of GDS and CRS</li><li>Type of CRS</li><li>Amadeus</li><li>Galileo</li><li>Encoding and decoding</li><li>Aircraft Real time tracking applications.</li></ul>
<ul style="list-style-type: none"><li>Phonetic alphabets in Aviation Industry</li><li>Various types of journey</li><li>Various discounts available</li></ul>	<b>Airline Terminology</b> <ul style="list-style-type: none"><li>Abbreviations used in airline</li><li>Different types of Tickets</li><li>Airline timetable</li></ul>
<ul style="list-style-type: none"><li>Special fares calculated for different organizations of aviation sector</li><li>Aircraft Real time tracking applications.</li></ul>	<b>Air – fare Construction</b> <ul style="list-style-type: none"><li>Special fares/ discounted fares</li><li>Types of passengers</li><li>Specified routing</li></ul>

UNIT – V	
SUBJECT CODE: CALTS1-107	
CONSUMER BEHAVIOR IN AVIATION INDUSTRY	
<b>Learning Outcomes:</b> After undergoing this unit, the students will be able to: <ul style="list-style-type: none"><li>• Have knowledge of Consumer behaviour in Aviation Industry.</li><li>• Prepare students to deal with customers from different cultural and sub – cultural backgrounds.</li><li>• Understand why consumers are essential components of Aviation Industry.</li></ul>	
Practical (92 Hours)	Theory (40 Hours)
	<b>Consumer Behaviour</b> <ul style="list-style-type: none"><li>• Types of consumers</li><li>• Consumer decision making process</li><li>• Factors affecting buying of air tickets</li></ul>
<ul style="list-style-type: none"><li>• Practical Knowledge of concepts of consumer, customer, buyer and seller</li><li>• Factors affecting decision making of the consumer</li></ul>	<b>Consumer as an Individual</b> <ul style="list-style-type: none"><li>• Positive and Negative motivation</li><li>• Needs Hierarchy</li><li>• Personality theories</li></ul>
<ul style="list-style-type: none"><li>• How family and culture affect in decision making</li></ul>	<b>Consumer in Social and Cultural Settings</b> <ul style="list-style-type: none"><li>• Factors affecting reference groups, family groups</li><li>• Decision making</li><li>• Culture and Sub – Culture influence</li></ul>
<ul style="list-style-type: none"><li>• Opinion leadership process</li><li>• Different levels of decision-making process</li></ul>	<b>Consumer Decision Making</b> <ul style="list-style-type: none"><li>• Opinion leadership process</li><li>• Models of customer Decision making</li></ul>

<b>UNIT – VI</b> <b>SUBJECT CODE: CALTS1-109</b> <b>PASSPORT AND VISA</b>	
<b>Learning Outcomes:</b> After undergoing this unit, the students will be able to: <ul style="list-style-type: none"><li>• Have knowledge of the documents required in Aviation industry.</li><li>• Prepare students to have knowledge about the various modes of payment in the Aviation Sector.</li><li>• Understand the role of transportation in the Aviation Industry.</li></ul>	
<b>Practical</b>	<b>Theory (30 Hours)</b>
	<b>Introduction</b> <ul style="list-style-type: none"><li>• Types of Documents for domestic and international travel</li><li>• Travel Insurance</li></ul>
	<ul style="list-style-type: none"><li>• Travel vouchers</li><li>• Credit cards</li><li>• Cash back offers</li><li>• Mobile applications</li></ul>
	<ul style="list-style-type: none"><li>• Airport formalities</li><li>• Local tourism services</li><li>• Transportation and its Reservation</li></ul>
	<ul style="list-style-type: none"><li>• Accommodation and its types</li><li>• Different types of reservations</li></ul>
	<ul style="list-style-type: none"><li>• Air Ticket rules: Cancellation, Deportation and Asylum</li><li>• Liability of Airlines regarding above rules</li><li>• Asylum and Deportation</li></ul>



**SUBJECT CODE: CMEE5-107P INDUSTRIAL TRAINING– I (4 Weeks)**

The purpose of industrial training is to:

1. Develop understanding regarding the size and scale of operations and nature of industrial/field work in which students are going to play their role after completing the courses of study.
2. Develop confidence amongst the students through first-hand experience to enable them to use and apply institute-based knowledge and skills to perform field activities.
3. Develop special skills and abilities like interpersonal skills, communication skills, attitudes and values.

It is needless to emphasize further the importance of Industrial Training of students during their certificate programme. It is industrial training, which provides an opportunity to students to experience the environment and culture of world of work. It prepares students for their future role as skilled person in the world of work and enables them to integrate theory with practice.

An external assessment of 100 marks have been provided in the study and evaluation scheme of 1st Semester. Evaluation of professional industrial training report through viva- voce/presentation aims at assessing students understanding of materials, industrial process, practices in industry/field organization and their ability to engage in activities related to problem solving in industrial setup as well as understanding of application of knowledge and skills learnt in real life situations.

The instructor along with one industrial representative from the concerned trade will conduct performance assessment of students. The components of evaluation will include the following:

- |                               |     |
|-------------------------------|-----|
| a) Punctuality and regularity | 20% |
| b) Industrial training report | 50% |
| c) Presentation and viva-voce | 30% |