

SYLLABUS

ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA

BBA- AVIATION MANAGEMENT

Subject wise Credits & Teaching Hours (Course Structure)



S.no.	Subject	Total	Teaching Hours	Credits
Semester 1				
1	English	100	4	3
2	Business Organisation	100	4	4
3	Principles of Management	100	4	4
4	Airline Customer Service	100	4	4
5	Introduction to Air Cargo	100	4	4
6	Fundamentals Of Aviation Management	100	4	4
7	Airlines Travel & Tourism Industry	100	4	4
8	Tour Guidance (SDC)	50	2	2
9	Diploma in Aviation (CC)	50	2	2
Semester 2				
1	English	100	4	3
2	Business Environment	100	4	4
3	Managerial Economics	100	4	4
4	Airport Operations	100	4	4
5	Aircargo Management	100	4	4
6	Airlines & Airport Marketing Management	100	4	4
7	Travel Agency Operations	100	4	4
8	Culnary Tourism (CC)	50	2	2
9	Tourism Products (SDC)	50	2	2
10	MICE Tourism (SDC)	50	2	2

Semester 3				
1	English	100	4	3
2	Business Statistics	100	4	4
3	Organisation Behavior	100	4	4
4	Airport & Ramp Operations	100	4	4
5	Air Traffic Control	100	4	4
6	Aircraft Maintenance Management	100	4	4
7	Air Transport Safety & Security.	100	4	4
8	Entrepenurship Skills	50	2	2
9	Advertising & Online Marketing	50	2	2
Semester 4				
1	Human Resource Management	100	4	4
2	Marketing Research	100	4	4
3	Aviation Psychology & Human Factor	100	4	4
4	Emergency Response Management	100	4	4
5	Airline Networking & Planning & Scheduling	100	4	4
6	Aviation Security Management	100	4	4
Semester 5				
1	Business Law	100	4	4
2	Industrial Relations	100	4	4
3	Travel Formalities & Airport Essentials	100	4	4
4	Air Transport & Flight Operations	100	4	4
5	Managing Airports : An International	100	4	4
6	Awareness of Aviation Security & onboard Emergency	100	4	4

Semester 6				
	Internship & Project Work	300		12

COMPLETE SYLLABUS

Link:

https://docs.google.com/file/d/1f2AnkUzAzxQyJeU4FB8SrAIABTANYPYr/edit?usp=docslist_api&filetype=msword

ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA DEPARTMENT OF AVIATION MANAGEMENT

BBA(Aviation) –SEMESTER I Course Code:BBA111ACS

COURSE TITLE: AIRLINE CUSTOMER SERVICE

Total Hrs/Semester: 60

Max. Marks: 100

Hrs/W: 4

Total Credits: 4

Course Objectives:

To enable the students to learn about the importance of Airline Customer service by learning about the techniques and methodologies used in dealing with passengers.

Course Outcomes:

By the end of the course the student will be able know about

- The better standards of the customer service.
- How to maintain the effective communication.
- The techniques of handling the difficulty customer by knowing the personality of the customer.
- The different cultures and cross cultural lifestyles that are existing in the society.

SYLLABUS:-

UNIT-1: A Better standard of Customer Service- Behind the front line- On the front line-

What is a customer- The height cost of losing a customer- Customer expectations of service- The customer driven Airline- What is a customer service? -Objective of a customer service- Benefits of Customer Service.

UNIT-2:- Communication Skills- Communication and its meaning- Communication Barriers- Removing barriers to communication- Advantages of two- way communication- Barriers to effective listening- Listening skills- Nonverbal Communication- Aspects of Nonverbal Communication- Practicing your skills.

UNIT-3:-Customer Contact Techniques- Personal Presentation- Self Presentation- The primary- regency- Effect- Preparing to receive the customer- Appreciating the customer- Steps to Receiving the customer.

UNIT-4:-Social Styles & Tact- The importance of self-awareness- Personality- Assertiveness and Responsiveness- Which Social Style? – Characteristics of social styles- Flexing Strategies- Social Styles and customer service- Cross cultural awareness- What is Culture? – Cultural differences- The importance of cross-cultural Awareness.

UNIT-5:- Dealing with Complaints - Just cause for complaint- Lack of complaints- Why do customers complain- How to handle complaints properly- The complaints system.

Reference Book:-

1. A practical guide to airline customer service - Author:Colinc.law
2. Customer Service Skills for Success – Standalone

Web links:-

1. <https://youtu.be/w1hcULjoMNO>
2. <https://youtu.be/hMgODrWAyFw>
3. <https://youtu.be/pt8K8WHCMok>
4. <https://youtu.be/wRBx8IkV-kQ>
5. <https://youtu.be/VMwjscSCcf0>
6. <https://youtu.be/JxJ2FRyUtZE>
7. <https://www.salesforce.com/resources/articles/customer-expectations/>
8. https://www.globalbusinessculture.com/global/culture-awareness-india/?gclid=CjwKCAjwrPCGBhALEiwAUI9X00wZEU9RqWx6MNPnk02IW9mxVOY_QULQxrSGfmcPluG7zo4H7UOO7BoC6OkQAvD_BwE
9. <https://www.smallbusiness.wa.gov.au/business-advice/avoiding-and-managing-disputes/handling-customer-complaints>

ANDHRA LOYOLA COLLEGE (AUTONOMOUS) VIJAYAWADA

DEPARTMENT OF BBA

(Revised CBCS 2020-21 Batch onwards)

BBA(AVIATION) – SEMESTER I

Course code: BBA111BO

COURSE TITLE: BUSINESS ORGANISATION

Total Hrs. Semester: 75

Max. Marks:

100

Hrs./W: 5

Total Credits:

4

Course Objective:

This subject helps the students in knowing the different types of organizations and also steps to start a new venture. It will also give information of the requirements for the startups.

- Understand the concepts related to business
- Familiarize the students about various sources of finance
- Enlighten with nature and importance of business organizations
- Gain knowledge about various types of business organizations
- Understand the functioning of Joint Stock companies and also necessary documents to be needed.

UNIT-I: FUNDAMENTAL CONCEPTS (15 hrs)

Concepts of business, trade, industry and commerce-Business-features of business, trade-Classification-Aids to Trade-Industry and commerce-Business Organization-concept-functions of business.

UNIT-II: ENTREPRENEUR (15hrs)

Entrepreneur-Meaning-Characteristics of Entrepreneurs-Types of Entrepreneurs-Functions of Entrepreneurs- steps to start Enterprise-Sources of finance-Long term and short term.

UNIT-III: SOLE PROPRIETORSHIP AND JOINT HINDU FAMILY (15hrs)

Business Organization- Forms of Business Organization-Classification-Factors influencing the choice of suitable form of organization.

Sole proprietorship- Meaning- Characteristics- Advantages and Disadvantages- suitability.
Joint Hindu Family business- characteristics-Advantages and Limitations.

UNIT-IV: PARTNERSHIP (15hrs)

Partnership- Meaning-Characteristics-Kinds of partners-Registration of partnership- partnership deed-Rights and obligations of partners.

UNIT-V: JOINT STOCK COMPANY (15hrs)

Joint stock company- Meaning- Characteristics- Advantages- Kinds of Companies-Difference between private and public companies-promotion of a company: promotion- stages- Promoters-Characteristics- Registration-Capital subscription-Commencement of Business- preparation of important documents- Memorandum of Association-Significance-Clauses- Articles of Association-Contents-Prospectus-contents-Statement in lieu of prospectus.

Reference Books:

- 1.Y.K.Bhushan-Business organization and Management, Sultan chand and sons.
2. Sing.B.P.&Chopra-Business organization and management-Dhanpat& sins.
3. Organizational Behaviour By Stephen P. Robbins
4. Essentials Of Organizational Behavior Book By Stephen Robbins
5. Organisational Behavior Book By K. Aswathappa
6. Business Organisation and Management P.C. Tulsian Pearson Education India, 2002
7. Business Organisation and Management by tn chhabra

Web Links:

1. [What Is a Business Organization? - Structure, Types & Examples - Video & Lesson Transcript | Study.com](#)
2. [business organization | Definition, Types, History, Roles and Responsibilities, & Facts | Britannica](#)
3. [What is an Organization? \(managementhelp.org\)](#)
4. [Organization: Meaning, Definition, Concepts and Characteristics \(yourarticlelibrary.com\)](#)
5. [Organization Management - Meaning, Need and its Features \(managementstudyguide.com\)](#)

**ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA
520008**

**I - SEMESTER SYLLABUS PAPER -2021
BBA (AVIATION MANAGEMENT)– SEMESTER – I; Course**

Code:BBA11IAC

COURSE TITLE: INTRODUCTION TO AIR CARGO

Total Hrs/Semester: 60

Max. Marks: 100

Hrs/W: 4

Total Credits: 4

COURSE OBJECTIVE: To enable the Students to learn about the importance of AIR CARGO & also be learning about the techniques and methodologies used in dealing with loading and unloading of Airline Cargo.

COURSE OUTCOMES:

By the end of the course the student will be able know about

- The different organisations existing in the industry and their role in development and framing the guidelines.
- The different distributors and suppliers in the cargo industry.
- The different cargo aircrafts in the industry.
- The cargo, types of cargo.
- What are the certifications, limitations that are existing in the industry.

SYLLABUS

UNIT 1:-Industry Regulations –ICAO – IATA – FIATA- OTHER ORGANIZATIONS.

UNIT 2:-The Air cargo Agency- IATA Cargo Agent - The IATA-FIATA Cargo Program - The Consolidator- Air Cargo Agents Operations-Organization of Air Freight Forwarders- Responsibility.

UNIT 3:-World Geography- Geography and IATA Three-Letter Codes-IATA Areas and Sub-Areas- Time Differences- Calculation of Transportation Time.

UNIT 4:- Carriers & Loading-Types of Aircrafts - Bulk Loading Limitations.

UNIT 5:- Carriers Certification& Acceptance - Certified and Non-Certified Aircraft ULDs- Ensuring that Cargo is Acceptable to Carriers.

References Textbooks:

- 1) Air Cargo Management - Air freight & the Global supply chain by MICHAEL SALES
- 2) Introduction to Cargo Handling: (Air & Sea) by Dennis Odili
- 3) Air Cargo: knowledge and skills (secondary vocational education planning logistics and materials management professionals) by HONG YE
- 4) Air Freight & logistics services by Fadila Kiso & Abidin Deljanin
- 5) Air Cargo Management by Taylor & Francis group
- 6) Air Cargo Management by Yoon Seok Chang

Weblinks:-

- # <https://iclg.com>
- # https://guides.library.harvard.edu/aviation_regulation
- # <https://www.lexology.com/library/detail.aspx?g=c1856642-5358-432a-a956-b6bcffda941f>
- # <https://www.iata.org/en/programs/cargo/cargo-agency/>
- # <https://qualifications.pearson.com/content/dam/pdf/BTEC-Nationals/Aviation-Operations/2010/Specification/U6-AGTerminology.pdf>
- # https://www.skybrary.aero/index.php/Loading_of_Aircraft_with_Cargo
- # <https://www.aviationpros.com/home/article/10387543/air-carrier-certification>

ANDHRA LOYOLA COLLEGE (AUTONOMOUS) VIJAYAWADA

DEPARTMENT OF BBA

(Revised CBCS 2020-21 Batch onwards)

BBA(Aviation) – SEMESTER I

Course code: BBA111POM

COURSE TITLE: PRINCIPLES OF MANAGEMENT

Total Hrs. Semester: 75

Max. Marks:

100

Hrs./W: 5

Total Credits:

4

Objective: Business management makes the students aware of the management principles which are essential in day-to-day business.

Course Outcomes: At the end of the course, the student will be able to

- Outline various elements that constitute Management Functions along with their respective impact on business organization. (L1 &L2)
- Understand the relative impact of elements Management Functions- both Planning and Decision making. (L1&L2)
- Interpret the repercussions of Organizing Function in business organizing. (L3)
- Illustrate the challenges and the implications of Directing Function in business organization. (L3)
- Make the student well acquainted with the concept of controlling function. (L2 & L3)

Syllabus

Unit 1: Management

Management- meaning-significance – management vs administration-functions of management -levels of management -skills of management -leadership- leader vs manager – traits of successful leaders -scientific management - features- Fayol's of principles of management

Unit II: Planning And Decision Making

Planning – meaning – objectives – nature – policies and procedures- significance and limitations – Type of plans –techniques and process of planning – Management by objectives (MBO) – Decision making – meaning and importance - forms of decision making – steps in decision making process

Unit III: Organizing

Organizing- meaning – organization- features- THE process of Organization – principles of organization – elements of organization- organization chart, delegation of authority- meaning – elements – principles – types – Difficulties in delegation – guidelines for making delegation effective – centralization - decentralization- meaning – Differences between delegation and decentralization

Unit IV: Directing

Direction – meaning and principles, techniques of direction, leadership - meaning and importance, traits of a leader, Leadership styles, Motivation - meaning, Nature and Principles, Theories of Maslow's, Herzberg, X, Y and Z

Unit V: Controlling

Control- Meaning, needs, principles process and techniques, coordination –Meaning – Need - Importance- Types and Principles.

Books Recommended:

1. Gupta, Sharma and Bhalla; Principles of Business Management; Kalyani Publications; 1st edition.

2. L. M. Prasad; Principles of Management; Sultan Chand and Sons, 6th edition.
3. Harold Koontz & Heinz Weihrich "Essentials of Management", Tata McGraw-Hill, 1998
4. Joseph L. Massie "Essentials of Management", Prentice Hall of India, (Pearson) Fourth Edition, 2003.
5. Principles of Management, By Tirupati, Reddy Tata McGraw Hill
6. Management Theory & Practice J.N. Chandan
7. Management: Concept and Strategies By J. S. Chandan., Vikas Publishing

Web Links:

1. [lebs102.pdf \(ncert.nic.in\)](https://ncert.nic.in/lebs102.pdf)
2. [Principles of Management: meaning, definition, example \(byjus.com\)](https://byjus.com/principles-of-management/)
3. [What is Management \(managementstudyguide.com\)](https://www.managementstudyguide.com/what-is-management/)
4. [1.1 Introduction to Principles of Management – Principles of Management \(umn.edu\)](https://www.umn.edu/1.1-introduction-to-principles-of-management/)
5. [m1-4f.p65 \(nios.ac.in\)](https://nios.ac.in/m1-4f.p65)
6. [Principles of Management class 12 Notes Business Studies | myCBSEguide | CBSE Papers & NCERT Solutions](#)
7. [PRINCIPLES OF MANAGEMENT lecture notes \(slideshare.net\)](https://www.slideshare.net/PRINCIPLES-OF-MANAGEMENT-lecture-notes)
8. [Microsoft Word - mc-101.doc \(ddegjust.ac.in\)](https://ddegjust.ac.in/mc-101.doc)

**ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA-
520008**

**I - SEMESTER SYLLABUS-2020
BBA- AVIATION MANAGEMENT**

AIRLINE TRAVEL & TOURISM INDUSTRY (BBA111ATI)

Total Hrs/Semester: 60

Max. Marks: 100

Hrs/W: 4

Total Credits: 4

Objective:- To enable the Students to learn about the importance of Travel and Tourism the study of which is of vital importance to Aviation Students, where they will be learning about the Travel industry, communicate with customers, customer service and technology, customer loyalty, handling customers and coping with all the works involved.

Course Out Comes:- By the end of this course, students will come to know about

- The relationship b/w Tourism and airline industry
- What exactly is the service industry.
- How different organizations, intuitions are helping the service industry to achieve customers trust.
- How to win the costumer loyalty.
- Different technological evolutions that are happening in the service industry.
- How to communicate and handle the costumer in a polite way.

Unit 1:-Customer service in the travel industry

The role of the travel professional, what do we mean by customer service? The importance of customer service skills, the influence of the internet

Unit 2:- Communicating with customers

Verbal communication, non-verbal communication, communicating by telephone

Unit 3:- Customer service and technology

Customer expectations, available modes of communication, automating customer communication, embracing new technology to serve travel customers

Unit 4:- Winning customer loyalty

Four steps in delivering exceptional service, provide after sales service and support, protect customer interests, competing with the internet

Unit 5:- Handling difficult customers

Why customers get upset, responding to an upset customer, calming customers on the telephone, calming the customer: do's and don'ts, dealing with unreasonable demands, keeping self-control, sources of stress in the workplace, coping with stress.

Reference Textbooks:-

- Airline travel & tourism - Md. Abu barkatali
- Travel and Tourism - Hilary Blackman
- Tourist Safety and Security: Practical Measures for Destinations - World Tourism Organisation, 1997

Web links:-

<https://www.salesforce.com/in/products/service-cloud/best-practices/important-customer-service-skills-list/>

<https://www.pipefy.com/blog/dos-donts-dealing-angry-customers/>

<https://www.billhogg.ca/4-steps-to-give-exceptional-customer-service/>

<https://englishwithkirsty.com/2015/04/20/10-tips-for-effective-communication-on-the-telephone/>

<https://study.com/academy/lesson/modes-of-communication.html>

ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA
I - SEMESTER SYLLABUS PAPER
I BBA- AVIATION MANAGEMENT
FUNDAMENTALS OF AVIATION MANAGEMENT – 1
(BBA111FAM)

Total Hrs/semester:60

Max Marks: 100

HRS/W:4

Total Credits: 4

Aim:- To enable the students to learn the development and growth of Aviation Industry in the world, which shall be the right foundation for a prospective career in Airlines and Airport Management for the Students.

Course Outcomes:- By the end of this course students will know about

- The relation b/w aviation and tourism industry
- History and evolution of service industry.
- They will gain the knowledge regarding various organizations and role in promoting the service industry.
- Current trends in the aviation industry.
- How the day to day life in the airport will be.
- Different departments in the airport.

Unit – 1: Introduction: History of Aviation- Air transportation system in India

- Major players in Airline Industry-Market potential of Indian Airline Industry-Current challenges in Airline Industry-Competition in Airline Industry.

Unit- 2: Icao & Iata: ICAO – International Civil Aviation Organization • Objectives of ICAO • Aims of ICAO, Functions of ICAO• IATA- International Air transportation Association -Aims of IATA, Functions of IATA• IATA Organization.

Unit - 3: Airport Management: Terminal Planning and Design Process of an Airport

- Terminal operations support systems •Airport Operations-Airport classifications
- Directorate General of Civil Aviation (DGCA) –Airport Authority of India (AAI).

Unit – 4: Airline Operations: Airline Reservation System (ARS) • Airline Ticketing • Issue of Air Ticket• Advantages of online Airline Reservation• Process of Airlines ticketing • Baggage Handling Systems & Procedures • Immigration formalities and procedures at Indian Airport • Concept of Handling VIPs in Airport

Unit – 5: Air transport Services: Passenger Handling Procedure at Airport: Arrival and Departures.

Reference Textbooks:-

- Airports and Air Carriers, Volumes 11-12 - Haire Publishing.
- P.S. Senguttuvan –Fundamentals of Airport Transport Management – McGraw Hill 2003
- Alexander T.Well, Seth Young –Principles of Airport Management-McGraw Hill 2003

Web links:-

<https://www.airport-technology.com/features/vip-airport-services/>

https://en.wikipedia.org/wiki/Airline_reservations_system

<https://www.konoike.net/en/lineup/passenger-handling.html>

<https://www.nap.edu/read/22964/chapter/3>

<https://www.icao.int/Pages/default.aspx>

<https://www.iata.org/>

<https://www.ibef.org/industry/indian-aviation.aspx>



ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA-520008
I - YEAR, II- SEMESTER SYLLABUS-2020
I BBA- AIR CARGO MANAGEMENT (BBA121 ACM)

OBJECTIVE To enable the Students to learn about the importance of AIR CARGO MANAGEMENT be learning about the techniques and methodologies used in dealing with wide body, narrow body aircraft, dealing with cargo agents and airway bills of Airline Cargo.

AIR CARGO MANAGEMENT

UNIT-1 Handling Facilities- Airports- Aircraft Handling Facilities- Cargo Terminal Facilities- Customs Clearance Process.

UNIT-2 Air Cargo Acceptance- Instructions for Carriage- Acceptance Based on the Shipper's Letter of Instruction (SLI) - Acceptance of Special Cargoes.

UNIT-3 Cargo Booking Procedures- How to Make a Cargo Booking and Airlines' Internal Booking Procedures.

UNIT-4 Cargo Automation- Administrative Automation- Physical Handling Automation- Cargo iQ- e-Freight and e-AWB including Cargo-XML.

UNIT-5 Air Cargo Rates and Charges- The Air Cargo Tariff (TACT)- IATA Areas and Sub-areas- Chargeable Weight (TACT Rules 3.9.3) - Currencies- Rates and Charges- General Rules- General Cargo Rates (GCR)- Specific Commodity Rates (SCR)- How to Apply Class Rates. **The Airway Bill-** Types of Air Waybills and Their Function- Completing the Air Waybill and Labelling and Marking Cargo



ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA-520008
I - YEAR, II - SEMESTER SYLLABUS-2020
I BBA- AIRPORT OPERATIONS (BBA121 AOP)

OBJECTIVE To enable the Students to learn about the importance of AIRPORT OPERATIONS be learning about the techniques, methodologies and overview of airport issues, challenges and total airport operations.

AIRPORT OPERATIONS

UNIT-1 Understanding the Airport- Overview of the Air Transport System-History of Aviation & Airports, Technological changes, Statistics & Forecasts- Airport Definition & Functions- Airport Customer & Partners- The Need of Standardisation- Airport Management- The Airport Business- The economic impacts of Airport- Airport Master Planning.

UNIT-2 The Airport as An Operational System- The Airside- The Terminal Area- Landside Operations.

UNIT-3 Security- Introduction to civil aviation security- The International Framework- The National Framework- The Airport Framework- Aircraft Operator's Security Programme- Security VS Facilitation- Training & Awareness- Testing, Inspections, and Audits.

UNIT-4 Support Services- Rescue and Fire Fighting- External Services.

UNIT-5 Airport issues and Challenges- Security Threats- Economics- Capacity- New Aircraft Types- Sustainable Development.



ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA-520008
I - YEAR, II- SEMESTER SYLLABUS-2020
I BBA- Airline & Airport Marketing Management
(BBA121AMM)

OBJECTIVE

After completion of this course, the student will be able to apply key airline marketing concepts, theories and techniques for analyzing a variety of airport and airline marketing situations. Implement marketing planning for STP; product related strategies impart the implications for airline and airport marketing strategy determination and implementation of price, distribution and promotion. Apply conceptual frameworks of advance airline marketing practices and Enable them to secure work placements.

AIRLINE & AIRPORT MARKETING MANAGEMENT

Unit-1: Overview of airline and airport Marketing: Core concepts of Marketing; Marketing Environment; Buyer Behavior; Marketing Planning Process; Consumer value and satisfaction; Identification and Analysis of Competitors.

Unit-2: Airline Market Segmentation, Targeting and Positioning strategies; Marketing Mix; New Product Development; Product Life Cycle; Product Mix decisions; Branding; Packaging and Labeling. Pricing Decisions;

Unit-3: Airport Pricing Strategies; New product pricing; Price adjustment strategies. Distribution Decisions; Channel alternatives; Choice of Channel; Channel Management

Unit-4: Advertising, Personal Selling, Sales Promotion and publicity, Integrated Marketing Communication.

Unit-5: Airline and airport Marketing Control techniques; Marketing Audit; Green Marketing; Web Marketing, Digital Marketing, Viral Marketing

RECOMMENDED TEXT BOOK

1. Philip Kotler - Principles of Marketing – 15th Edition, 2014, Prentice Hall, New Delhi

REFERENCE BOOKS

- 1.V. S. Ramaswamy and S. Namakumari- 3rded. Marketing Management, Prentice Hall, New Delhi.
2. Kotler and Keller, Marketing Management, 13th Edition, PHI New Delhi
3. Etzel, walker, Stanton and Pandit, Marketing: Concepts and Cases, TMH – New Delhi
4. Philip Kotler & Gary Armstrong - Marketing Management, Prentice Hall
5. Case Studies in Marketing - Indian context - R. Srinivas, TMH, New Delhi
6. Airline and airport Marketing Management - Rajan Saxena, TMH, New Delhi



ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA-520008
I - YEAR, II- SEMESTER SYLLABUS-2020
I BBA- TRAVEL AGENCY OPERATIONS (BBA121TAO)

OBJECTIVE To enable the Students to learn about the importance of TRAVEL AGENCY MANAGEMENT be learning about the techniques and methodologies used in dealing with travel agencies and airline in planning tours and booking tickets and refunds etc.

TRAVEL AGENCY OPERATIONS

UNIT-1 Travel Agency Management- Retail Traveller- Scope and role of Retailer- Implants-Key Account Management- Implants- Procedure to claim Insurance.

UNIT-2 Itinerary Planning- Planning Itinerary- Steps in Planning Itinerary- Sale a tour-FIT- Types of Packed tours- Pricing a tour- Types of Travellers.

UNIT-3 Inbound Travellers- the Major Markets of Inbound Tourists- Transport- Accommodation- In house Operations- Travel Manager- Field Operations- Visa- Better Connectivity- Tour Pricing- Variable Costs.

UNIT-4 Travel Trade Association- Major International Travel Associations- The aims if the federation - ASTA History- Membership- Modes of Transport- Advances in Air Travel.

UNIT-5 Mice Tourism- Mice- Roles of Travel Agency- Types of Incentive Program- Venue- Planning- Budget- Event Planning- Hotel Accommodation- Motels- Tour Package Reservations.

ANDHRA LOYOLA COLLEGE (AUTONOMOUS):: VIJAYAWADA 520008
III - SEMESTER SYLLABUS PAPER -2020
BBA- AVIATION MANAGEMENT
AIR TRANSPORTATION SAFETY AND SECURITY

Total Hrs/Semester: 60

Max. Marks: 100

Hrs/W: 4

Total Credits: 4

Objective To enable the Students to learn about the importance of Safety and Security in Air Transportation, and it plays a vital importance to Aviation Students, where they will be learning about the techniques and methodologies used in protecting passengers, crew, baggage , cargo, mail, ground personnel, aircraft and property of Airports.

Course Outcomes:-

By the end of this course students will get the knowledge of

- Different safety and security measures that are practiced at airports and by airlines
- How major safety and security regulations are helping them to conduct the operations safely.
- Different technological evolutions that are happening to tackle the terrorist and security threats.
- Different legislations, regulations, acts that are helping to overcome the safety and security threats.

UNIT – 1:-Importance of Air Transportation Safety and Security – Airport- Screening - Personnel's and Baggage's – Metal Detectors - X ray Inspections, Passive and Active Millimeters – Trace - Detection Techniques. - The way on Drug and explosives.

UNIT – 2:-Terrorism Impacts – Introduction - Causes of Terrorism - Palestine Liberation Organization - Nuclear Terrorism Aircraft as Missiles - 9/11 Terrorist Act and its Consequences - Biological & Chemical Warfare - Steps to Combat Terrorism

UNIT – 3:-Hijacking Impacts – Security measures - Airport Security Programmed a Steps taken to Contend with Hijacking - Cockpit doors - Sky Marshal Program - Air Transportation Security Act of 2001 - The Tokyo Convention and Summit

UNIT – 4Legislations and Regulations - ICAO/ECAC - Transportation security administration –International aviation safety assessment program.

UNIT- 5: Technological Improvements on Aviation Safety and Security - Microwave Holographic Imaging - New Generation of video Security Systems – Bio simmer – Biometric Systems.

Reference Textbooks:

1. Aviation and Airport Security – Kathleen M. Sweet –Pearson Education
2. Aviation in Crisis – Ruwantissa I.R. Abeyratne – Ashgate Publishing Ltd.
3. Aviation Safety Programs – Richard H. Wood – Jeppesen Sanderson In
4. Aviation and Airport Security : Terrorism and Safety Concerns,
5. IATA Manual on Diploma in Travel & Tourism Management

Web Links:-

https://projects.nfstc.org/tech_transition/pspme-ims/presentations/Almirall_Intro_Drugs_Explosives.pdf

https://en.wikipedia.org/wiki/International_Aviation_Safety_Assessment_Program

https://en.wikipedia.org/wiki/Aviation_and_Transportation_Security_Act

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC1200679/>

<https://www.sourcesecurity.com/insights/surveillance-video-technology-boosts-airport-securityppelco-co-1286-ga.1515586588.html>

ANDHRA LOYOLA COLLEGE (AUTONOMOUS):: VIJAYAWADA-520008
III - SEMESTER SYLLABUS-2024
BBA- AVIATION MANAGEMENT
BBA231AMM

AIRCRAFT MAINTENANCE MANAGEMENT

Total Hrs/Semester: 60

Max. Marks: 100

Hrs/W: 4

Total Credits: 4

SEMESTER III

Objective: To enable the Students to learn about the importance of aircraft maintenance and management in Airline industry, the study of which is of vital importance to Aviation Students, where they will be learning about the techniques and methodologies used in knowing about the fundamentals, development of maintenance, documentations, production planning and control activities and maintenance safety of aircraft and property of Airports.

Course Outcomes:-

By the end of this course students will gain knowledge on

- The maintenance activities that are carried regularly for the aircrafts
- The different safety and security measures that has to be carried during the aircraft maintenance.
- SOP's that has to be carried during the maintenance of aircraft.
- Types audits that are required to be carried to check the quality standards.

UNIT-1: Goals and objectives of maintenance-types of maintenance-redesign-establishing maintenance program-introduction of the maintenance steering group(MSG) approach-process of maintenance intervals.

UNIT-2: Documentation for maintenance-types of documentation- manufacture's documentation-regulatory documentation-airline generated documentation-ATA standard documentation.

UNIT-3: Production planning and control-introduction- functions, feedback for planning-functions of technical publications-training organization-airline maintenance training.

UNIT-4: Maintenance control center responsibilities- line maintenance operations-maintenance crew skill requirements- hanger maintenance activity.

UNIT-5: Quality assurance requirement-quality audits- ISO9000 quality standard-Reliability-types of reliability-maintenance safety-general safety rules-accident and injury reporting.

Reference:

- 1.Aviation maintenance management-Harry A.Kinnison-McGraw Hill Education
- 2.Aircraft maintenance and repair-Michael Kroes –seventh edition
- 3.Airline operations and management-Gerald N.Cook
- 4.Airline and airport operations-Edissauwayo

Web links:-

[https://www.skybrary.aero/index.php/Maintenance_Steering_Group-3_\(MSG-3\)](https://www.skybrary.aero/index.php/Maintenance_Steering_Group-3_(MSG-3))

<https://www.nrc.gov/docs/ML0036/ML003695375.pdf>

<https://studylib.net/doc/5360482/hangar-maintenance>

<https://www.ibm.com/docs/en/maximo-for-aviation/7.6.2?topic=records-technical>

https://en.wikipedia.org/wiki/ATA_100

**ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA-
520008**

III - SEMESTER SYLLABUS-2020

BBA- AVIATION MANAGEMENT

BBA231ARO

AIRPORT RAMP OPERATIONS

Total Hrs/semester:60

Max Marks: 100

HRS/W:4

Total Credits: 4

Objectives:-

To enable the students to learn about the world of Ramp Services, ground handling agencies, loading and unloading an aircraft which will be helpful to fulfill their career opportunities in aviation management.

Course Outcomes:-

By the end of this course students will have knowledge on

- The day to day operations on Ram & Apron areas.
- Load planning and weight balance.
- Passenger processing and baggage processing.
- Classification of Dangerous goods that carried in the cargo and baggage transportation.

Airport & Ramp Operations:

UNIT-1:-Introduction to Airport Ramp services- The World of airport Ramp Services- understanding the context- The airline industry today.

UNIT-2:-How an Airport Works- Introduction to Airports-Airport Personnel-Processing passengers and Baggage- Freight.

UNIT-3:- Aircraft Ground Handling- About the Aircraft-Aircraft Turnaround Plan-Ground Support Equipment- Aircraft Turnaround Process.

UNIT-4:-Aircraft Loading & Unloading- Principles of Weight & Balance- Load Planning- Loading & Unloading Narrow bodied Aircraft.

UNIT-5:- Wide Bodied, containerized Aircraft & Dangerous Goods- Loading Wide bodied Aircraft- Introduction to Dangerous Goods Handling.

Reference Textbooks:-

- Aircraft Ground Handling book by [Subash S Narayanan](#)
- Airport Operations book 2013 McGraw-Hill Education – Norman J Ashford
- Airline Operations and Management - A Management Textbook - Gerald N. Cook and Bruce G. Billig.

Web links:

<https://youtu.be/TMYb8oPbWKw>

<https://youtu.be/BfCdUbKOSwY>

https://www.faa.gov/hazmat/what_is_hazmat/

<https://youtu.be/bO8p4g5mAtQ>

<https://www.hollingsworthllc.com/how-to-load-and-unload-cargo-safely/>

<https://youtu.be/f7pZK39Fiqk>

<https://youtu.be/fa4z8N4gQr0>

<https://youtu.be/I5t5AHL3XkY>

**ANDHRA LOYOLA COLLEGE (AUTONOMOUS)::VIJAYAWADA-
520008**

**III - SEMESTER SYLLABUS-2020
BBA- AVIATION MANAGEMENT
BBA231ATC
AIR TRAFIC CONTROLLS**

Total Hrs/semester:60

Max Marks: 100

HRS/W:4

Total Credits: 4

Objective: To Enable The Students To Learn About The Importance Of Air Traffic Control & Services Involved In Airline Industry, The Study Of Which Is Of Vital Importance To Aviation Students, Where They Will Be Learning About The Services Which Are Available Through Air, How To Control And Manage The Units By Following Rules, In Separate Zones And Integration Of VFR And IFR Safety Of Aircraft And Property Of Airports.

Course Outcomes:-

By the end of this course student will come to know

- How ATC units are doing their daily operations,
- Air Traffic Controls priorities and their problems while handling the different types of air traffic.
- Different classifications of airspace used to handle the air traffic.
- Different types of Air Traffic Control Units, and zones.

UNIT:1

Air Traffic Services: Objectives Of Air Traffic Services, Air Traffic Control & Advisory Service, Flight Information Service, Alerting Service & Air Traffic Control Units, Safety And Expedition.

UNIT:2

Flight Rules:

Instrument Flight Rules, Aerodrome Traffic Zone, Cancellation Of IFR Flights, Special VFR Flights, Filing Of Flight Plans, Availability Of Supplementary Flight Plan Information, Aircraft Proximity, Failure Of Navigation Lights.

UNIT:3

Separation Zones

Radio Mandatory Zones, Essential Traffic Information, Lateral Separation, Wake Turbulence Separation Requirements, Separation Based On ATS Surveillance System Information.

UNIT:4

Control Of Traffic

Air Traffic Control Clearances, Contents Of Clearance, Clearance Limit, Conditions Clearance, Amendments Of Clearance, Withholding Clearance.

UNIT: 5

Integration Of Vfr With Ifr Traffic

Flight Priorities, Notification Of Flights, Transfer Of Control, Expected Approach Time (EAT), Helicopter Emergency Medical Services, Flight Rules Control Of VFR, Letters Of Agreement.

Reference Text Book:

Manual Of Air Traffic Services: Seventh Edition 2017

[Fundamentals Of Air Traffic Control 4Th Edition by Nolan M S , Cengage Learning](#)

Weblinks:-

<https://atctower.in/en/index.html>

[https://www.skybrary.aero/index.php/Air Traffic Service \(ATS\)](https://www.skybrary.aero/index.php/Air_Traffic_Service_(ATS))

[https://www.skybrary.aero/index.php/Advisory Service](https://www.skybrary.aero/index.php/Advisory_Service)

[https://en.wikipedia.org/wiki/Instrument flight rules#:~:text=IFR%20permits%20an%20aircraft%20to,airspace%20regardless%20of%20weather%20conditions.](https://en.wikipedia.org/wiki/Instrument_flight_rules#:~:text=IFR%20permits%20an%20aircraft%20to,airspace%20regardless%20of%20weather%20conditions.)

[https://www.skybrary.aero/index.php/Mitigation of Wake Turbulence Hazard](https://www.skybrary.aero/index.php/Mitigation_of_Wake_Turbulence_Hazard)

[https://www.skybrary.aero/index.php/Classification of Airspace](https://www.skybrary.aero/index.php/Classification_of_Airspace)

[https://mediawiki.ivao.aero/index.php?title=Flight and ATC service priority](https://mediawiki.ivao.aero/index.php?title=Flight_and_ATC_service_priority)

ANDHRA LOYOLA COLLEGE (AUTONOMOUS) VIJAYAWADA

DEPARTMENT OF BBA (2020-21 Batch onwards)

BBA(Aviation) – SEMESTER III

Course code:- BBA231BS

COURSE TITLE- BUSINESS STATISTICS

Total Hrs. /Semester: 75

Max. Marks:

100

Hrs. /W: 05

Total Credits:

04

Course Outcomes:

- After successful completion of the course students will be able to summarize and analyze statistical data to solve practical business related problems.
- After successful completion of the course students will be able to interpret the relevance of statistical findings for business problem solving and decision making.
- After successful completion of the course students will be able to apply technology to statistical analysis and problem solving.
- Solve a range of problems using the techniques covered
- Conduct basic statistical analysis of data.

Syllabus

Unit 1: Introduction to statistics

Meaning, definition, functions, importance, limitations and distrust of statistics. Collection of data - primary data and secondary data - Direct personal investigation, indirect personal investigation, Information through correspondence, Questionnaire method. Classification of data- Types of classification. Frequency distribution. Tabulation of Data – Objects, characteristics and preparation of table. Graphic representation of Data – frequency graphs– simple, multiple percentages bar, pie diagram, histograms, frequency polygons. Frequency curve and O Curve

Unit II: Measurement of Central Tendency

Definition, objectives and characteristics of Mathematical Measures. Arithmetic Mean, Geometric mean and Harmonic mean – Individual series, Discrete Series and Continuous Series. Definition, Objectives and characteristics of Positional Measures – Median – quartiles, deciles, percentiles and Mode – Individual series, Discrete Series and Continuous series.

Unit III: Dispersions and Skewness

Dispersion – Meaning, definition, objectives of dispersion, Rang, Quartile Deviation, Mean Deviation, Standard Deviation and Co-efficient of variation. Skewness – Definition and objectives of Karl-Pearson and Bowley’s Skewness.

Unit IV: Correlation and Regression

Correlation – Meaning and uses of correlation – Types of correlation – Karl Pearson correlation coefficient, Spearman’s Rank Correlation. Regression – meaning and utility of regression analysis, Two Regression Equations – Regression Co-efficient and properties.

Unit-V: Time series analysis and Index Numbers

Time series – Meaning and Components – Classification. Index numbers – method of construction of Index numbers – Price Index numbers – Quantity Index numbers – test of adequacy of Index numbers – Deflation of Index numbers - Cost of Index numbers – Limitations of Index numbers.

Books for the study

1. Business Statistics – S.L. Aggarawal& S.L. Bhardwaj.
2. Statistical Methods – S.P. Gupta, Sultan Chand & Sons.
3. Quantitative Techniques – Obul Reddy, Chikkodi, Satya Prasad
4. Fundamental of Statistics – S.C.Gupta, Sultan Chand & Sons
5. Business Statistics | A First Course | Edition | By Pearson
6. Business Statistics J. K. Sharma Pearson Education India, 2012

WEB LINKS:

1. [BUSINESS STATISTICS \(gurukpo.com\)](http://gurukpo.com)
2. [Microsoft Word - mc-106.doc \(ddegjust.ac.in\)](http://ddegjust.ac.in)
3. [Business Statistics - Meaning and Importance - BBA|mantra \(bbamantra.com\)](http://bbamantra.com)
4. [Business Statistics | Download book \(freebookcentre.net\)](http://freebookcentre.net)

ANDHRA LOYOLA COLLEGE (AUTONOMOUS) VIJAYAWADA

DEPARTMENT OF BBA

(Revised CBCS 2020-21 Batch onwards)

BBA(Aviation) - SEMESTER III **Course code: BBA231OB**

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

Total Hrs. Semester: 75

Max. Marks: 100

Hrs./W: 5

Total Credits: 4

COURSE OUT COMES

By successfully completion of the course, student will be able to

- Discuss the development of the field of organizational behavior and explain the micro and macro approaches.
- Analyze and compare different models used to explain individual behavior related to motivation and rewards.
- Identify the processes used in developing communication and resolving conflicts.
- Explain group dynamics and demonstrate skills required for working in groups (team building).
- Explain organizational culture and describe its dimensions and to examine various organizational designs.
- Discuss the implementation of organizational change.

Syllabus

Unit-I: Introduction to OB

Meaning and scope of OB-Challenges and opportunities - Approaches to Organizational behavior - Models of organizational behavior.

Unit-II: Personality & Learning

Personality Development: Nature - Stages, Determinants of Personality, - Johari Window - Transactional Analysis, Learning –Theories of Learning, Perception, Attitudes & Values

Unit – III: Motivation & Group Dynamics

Motivation-Meaning, Need, Objectives-Theories, Group dynamics - Reasons for the formation of Groups - Types of Groups - Group Decision making.

Unit- IV: Organizational Development:

OD Goals, processes- Nature of OD, change – resistance to change - interventions, OD techniques and OD applications.

Unit –V: Organizational conflict

Conflict causes and consequences- Types of Conflicts -conflict and Negotiation. - Strategies for resolution of Conflicts.

Books for study:

- **Organizational Behaviour** By Stephen P. Robbins, Timothy A. Judge, Neharika Vohra
- Organisational Behavior Book By K. Aswathappa, Himalaya Publishing House
- **Organizational Behavior**, Luthans, FredMGH
- **Organizational Behavior** Mcshane, S. L/ Glinow, M. A. V. TMH
- **Organizational Behavior** Robbins, S. P/ Judge, T. A/ Sanghi, S.Pearson
- **Organizational Behavior: Human Behavior At Work**Newstrom, J. W.TMH
- **Organizational Behaviour** Chandan, J. S.Vikas
- **Organizational Behaviour** Ghanekar, Anjali by Everest
- **Organizational Behaviour & Principles & Practice Of Management** by Pardeshi, P. C.Nirali
- **Organizational Behaviour: Concepts & Cases** by Ghanekar, Anjali Everest
- **Cases & Problems In Organizational Behaviour & Human Relations** by Kaptan, Sanjay Everest
- **Human Relations & Organisational Behaviour: Global Perspective** by Dwivedi, R. S.Macmillan

Web Links:

1. [Organizational Behavior - Introduction - Tutorialspoint](#)
2. [What Is Organizational Behavior? Model, Theories, Scope \(geektonight.com\)](#)
3. [Organisational Behaviour: Meaning, Scope, Nature, Models & Importance \(economicsdiscussion.net\)](#)
4. [Organizational Behavior Explained: Definition, Importance, Nature, Model \(iedunote.com\)](#)
5. [Organizational Behaviour: Definition, Characteristics and Nature \(yourarticlelibrary.com\)](#)



ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA 520008
II - YEAR, IV - SEMESTER SYLLABUS PAPER -2020
II BBA- AVIATION MANAGEMENT
(BBA241ASM) AVIATION SECURITY MANAGEMENT

OBJECTIVE

Because of September 11, 2001, there is an almost universal recognition that aviation security is a deadly serious business. Yet, still, today around the world, the practice of aviation security is rooted in a hodgepodge of governmental rules, industry traditions, and local idiosyncrasies. In fact, seven years after the largest single attack involving the air transport industry, there remains no viable framework in place to lift aviation security practice out of the mish- mash that currently exists.

AVIATION SECURITY MANAGEMENT

UNIT-1 The Early History of Aviation Security Practice: Terminologies related to AVSEC & Vital installations at Airport. International Aviation Conventions, Conferences.

UNIT-2 Aviation Security Practice and Education: Historical review of past incidents. Overview of International Civil Aviation Security.

UNIT-3 Air Transportation in Evolving Supply Chain Strategies: Emergencies & Contingencies. Protecting Aircraft Catering uplift. Protection of Aircraft.

UNIT-4 Tangible and Intangible Benefits of Transportation Security Measures: Screening and Searching of Passengers. Physical Inspection of Baggage.

UNIT-5 The Human Element in Aviation Security: Recognition of Explosive devices and Offensive weapons. Patrolling and Guarding.



ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA-520008
II - YEAR, IV- SEMESTER SYLLABUS-2020
I BBA- AIRLINE NETWORK PLANNING & SCHEDULING
(BBA241ANP)

Objective:

This subject and contents will enable students to plan airline networks. All basics of airline scheduling are discussed in this subject.

Unit -1:

Types of aircrafts – economics of aircrafts – aircraft characteristics – operating costs – domestic airport codes

Unit – 2:

international airport codes – types of runways- Route wise traffic India - Schedule KPIs – Patterns in airline networks - Building Rotations - Disruption costs

Unit – 3:

Maintenance requirements slots – networks type – route dispersal guidelines - Applications of Operations Research in the Air Transport Industry - Schedule design - Fleet assignment

Unit – 4:

Aircraft maintenance routing - Crew scheduling - Impacts and Challenges - Air Traffic Flow Management - Delay Management

Unit – 5:

Factors influencing OTP of airlines - IROPs – airline scheduling - Airline Fleet Assignment Process and Schedule Development

References:

- 1) Air Traffic Flow Management - Applications of Operations Research in the Air Transport Industry - Cynthia Barnhart, Peter Belobaba, Amedeo R. Odoni,
- 2) Ball, Michael, Barnhart, Cynthia, Nemhauser, George, and Odoni, Amedeo, “Managing Air Traffic and Airline Operations for Schedule Reliability,” Operations

Research Handbook on Transportation, Gilbert Laporte and Cynthia Barnhart (co-editors), Dec.2006.

- 3) Airline Network Planning and Scheduling, Wiley Series in Operations Research and Management Science



ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA-520008
II - YEAR, IV- SEMESTER SYLLABUS-2020
I BBA- SERVING THE TRAVEL CUSTOMER (BBA241STC)

UNIT-1 Introduction & Accident Notification- The Role Of TheTravelProfessional ,What Do We Mean ByCustomerService?, The Importance Of CustomerServiceSkills, The Influence OfTheInternet

UNIT-2CommunicatingWithCustomers - VerbalCommunication, Non-VerbalCommunication, CommunicatingByTelephone

UNIT-3Customer ServiceandTechnology -CustomerExpectations, Available ModesofCommunication, AutomatingCustomerCommunication, Embracing New Technology to ServeTravelCustomers

UNIT-4WinningCustomerLoyaltyFour Steps In DeliveringExceptionalService, Provide After Sales ServiceAndSupport, ProtectCustomerInterests, Competing WithTheInternet.

UNIT-5HandlingDifficultCustomer Why CustomersGetUpset, Responding toanUpsetCustomer, Calming Customers onthe Telephone, Calming the Customer: Do'sAndDon'ts, Dealing withUnreasonableDemands, KeepingSelf-Control.



ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA-520008
II - YEAR, IV- SEMESTER SYLLABUS-2020
I BBA- EMERGENCY RESPONSE PROCEDURES (BBA241STC)

UNIT-1 Introduction & Accident Notification- Purpose-Authority-Responsibility- Applicability- Scope-Accident and Incident Reporting-Protection of Evidence- Collection of Evidence-Management of Emergency- Confidentiality of Information- Training.

UNIT-2: Reporting and Analysis System: Description- Accident and Incident reporting and Notification procedures- Reporting Process- ACCID/INCID Message Form- Occurrence Report Format.

UNIT-3: Emergency Management- Crisis Management Center- First Priority Tasks- CMC Members duties and Responsibilities- Departmental Checklists

UNIT-4: Contingency Plans- Bomb threat Contingency Plan- Hi-Jack Contingency Plan- Security Services checklist-Airport Services Checklist

UNIT-5: Disabled Aircraft Removal Plan- Introduction- Purpose- Responsibility- Procedures-Actions by Airline Operator- AAI - ATC- ARFF Crew- Engineering- Security.

Family Assistance Plan: Equal Treatment of Passengers- Provision of Sufficient resources- Toll free telephone numbers - Release of Pax List - Notification to Families- Service and Assistance to Family members.



**ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA-520008
II - YEAR, IV- SEMESTER SYLLABUS - 2021
II BBA- AVIATION & HUMAN FACTOR (BBA241AHF)**

UNIT-1 Aviation Psychology: What Is Aviation Psychology? , Goals of Psychology, Models and Psychological Constructs, Human Performance Models, Models of Human Information Processing, Models of Accident Causation, Models of Aeronautical Decision Making (ADM).

UNIT-2 Research Methods and Statistics: The Research Process, Literature Review and Research Questions, Descriptive Methods and Measurement, Experiments, Quasi-Experiments, and Correlation Research, Statistics, Design and Validity, Meta-Analysis, Research Ethics, Cheating and Fraud in Research.

UNIT-3 Aviation Psychology, Human Factors, and the Design of Aviation Systems: Types of Human Error, Human Characteristics and Design, Principles of Display Design, System Design, An Example: Design of the Fuel Gauge, Interacting with the System, Current Issues.

UNIT-4 Personnel Selection: Job Analysis, Predictors and Criteria, Personality and Job Performance, Computer-Based Testing, the Utility of Selection Methods, Fairness in Selection, Applicant Reactions.

UNIT-5 Training: Training System Design, Crew Resource Management, Simulator Training, Training Using Personal Computers, Recurrent Training and Skill Decay, Concluding Remarks.



**ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA
520008**

SYLLABUS PAPER -2021

BBA(AVIATION MANAGEMENT)– SEMESTER – V; Course

Code:BBA351ASO

**COURSE TITLE: AWARENESS OF AVIATION SECURITY &
ONBOARD EMERGENCY**

Total Hrs/Semester: 60

Max. Marks: 100

Hrs/W: 4

Total Credits: 4

Course Objective: To enable the Students to learn about the history of Airports, which plays a vital importance to Aviation Students, where they will be learning about on-board safety and security procedures.

Course Outcomes:

By the end of this course students will gain knowledge on

- The security measures that are being carried at the airports to overcome the safety and security threats.
- The technological evolution to tackle the unlawful activities.
- How to handle the emergency situations effectively.
- About the turbulence and its management.
- Safety measures that are to be carried in the air transportation.

Syllabus

UNIT-1:- Coordinated Efforts to Increase Aviation Security:- Groups of People Engaged in Acts of Unlawful Interference-Targets of Unlawful Interference-Increased Aviation Security Measures-Rules and Regulations-Recent Advances in Aviation Security-The Role of Cabin Crew in Maintaining Security

UNIT-2:- Unruly Passengers as a Threat to Aviation Security-The Regulatory Environment for Dealing with Unruly Behavior-The Lowest Level of Unruly Behavior-Stage Two Unruly Behavior-Restraining a Disruptive Passenger

UNIT-3:- Unlawful Interference-Forms of Unlawful Interference-Hijack Situations-Bomb Threats and Response-Finding a Suspicious Device

UNIT-4:-Perspective on Air Transportation Safety-The Proactive Approach to Managing Safety-Safety and Emergency Equipment on Board the Aircraft-Learning from Emergency Situations

UNIT-5 Turbulence and Cabin Decompression-Causes of Turbulence.-Managing Turbulence-Course of Action for Ensuring Safety During Turbulence-Aircraft Cabin Pressurization-Basic Response Procedures in the Event of Decompression-**Fire Fighting and Smoke Removal**-Causes of Fire on Board the Aircraft and Measures to Prevent It-Fire Fighting Procedures-**Emergency Landing and Evacuation**-Preparing for an Anticipated

Emergency Landing-Unanticipated Emergency Landing-Aircraft Evacuation-Rapid Disembarkation.

Reference:

- # https://www.icao.int/SAM/Documents/2018-USAPCMA/Global_Aviation_Security_Plan_November_2017_en.pdf
- # https://www.skybrary.aero/index.php/Unruly_Passengers
- # https://www.skybrary.aero/index.php/Unlawful_Interference
- # https://www.ripublication.com/aasa-spl/aasav4n1spl_07.pdf
- # <https://onboard.thalesgroup.com/industry-perspective-aviation-safety/>
- # <https://www.skybrary.aero/bookshelf/books/957.pdf>
- # <https://en.airlinestravel.ro/presurizare-depresurizare-informatii-tehnice-si-sfaturi.html>



**ANDHRA LOYOLA COLLEGE (AUTONOMOUS):
VIJAYAWADA
DEPARTMENT OF AVIATION MANAGEMENT**

BBA- (Aviation) -SEMESTER-V

Course code:BBA351ATF

COURSE TITLE: AIR TRANSPORT AND FLIGHT OPERATIONS

Total Hrs/semester:60

Max Marks: 100

Course Objectives:

To enable the students to learn about the Air Transportation & Flight Operations, which plays a vital importance to Aviation Students, where they will be learning about the physical layout of an airport, Passenger processing, Flight operation, Geography related to aviation also Flight timetables.

Course Outcomes:

By the end of the course the student will be able to know about

- Aviation its Phonetics and layout of airport
- The different operation procedures like check-in process, security checkpoints, time reference system, baggage area.
- Airside operations i.e., turnaround activities
- 4 forces of flight as well as aircraft cabin and its pressurization and steps of FSI

Syllabus

UNIT 1: - The Airport and Passenger Processing -The Physical Layout of an Airport. Stages in Processing Passengers and Luggage. The Use of Codes as Designations of Cities, Airports, Airlines and Flights. Cabin Crew Airport Security Checkpoints. The Time Reference System Used in Aviation.

UNIT 2:- Flight Operation – Activities Performed During Turnaround. Phases of Flight.

UNIT 3:- The Aircraft Cabin-Types of Aircraft. Cabin Configuration. The Minimum Equipment List.

UNIT 4:- Theory of Flight and Altitude Physiology -The Four Forces Acting on an Airplane. During Flight. Airplane's Basic Movements. Altitude Physiology. Pressurizing the Cabin

UNIT 5:- Interpreting Flight Timetables - Flight Schedule Information Data. Steps Involved in Looking up Flight Schedule Information. More about Aircraft Types. Online Web-based Timetables. Timetables Displayed in a GDS. The Phonetic Alphabet.

Reference Book:**1.flight operations and management**

Author: Gerald N cook, Bruce G. billing

2.Air Transport: Air transportation and management services 5 th edition

Author: Alexander T. wells, JohnG.wensveen

3.Air transportation (international perspective)

Edited By: luck Budd, Stephen ison

Web links:

1. <https://youtu.be/pKT-FZL9hJY>
2. <https://youtu.be/FwAOSB1obK4>
3. <https://youtu.be/nRmscZDoZb0>
4. https://youtu.be/_IJZAN5sZnM
5. <https://youtu.be/GadeZEL9j6U>
6. https://youtu.be/b2R_sCHk3Jw
7. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2151873/>
8. <https://www.flightcentre.com.au/travel-news/travel-tips/lowdown-aircraft-cabin-classes>
9. <https://www.tandfonline.com/doi/abs/10.1080/09537287.2012.655800>

ANDHRA LOYOLA COLLEGE (AUTONOMOUS), VIJAYAWADA-8 BBA(Aviation) -V SEMESTER BUSINESS LAWS

Course Code:-BBA351BL

Hours per week: 4

Credits: 4

Course Outcomes:- By the end of this course students will gain knowledge on

- Different types of contracts,
- Different types of agreements between organizations.
- Various laws and acts will be there in a business organization.

UnitI: Law of Contract – Definition, Essentials of valid contract, Kinds of contract, Offer, Acceptance, consideration, Capacity of Parties to contract, Free Consent, Stranger to the Contract.

UnitII: Contingent Contracts, Performance of Contract, Discharge of Contract, Quasi Contracts, Breach of Contracts and remedies.

UnitIII: Specific Contract – Contract of Indemnity, Guarantee Contract, Contract of Bailment, Pledge, Contract of Agency.

UnitIV: Sale of Goods Act – Meaning and definition, Essentials of sale contract, sale and agreement to sale, conditions and warranties, unpaid seller, Rules of transfer of property.

Unit V: The essential Commodity Act. Right to information Act. The Consumer Protection Act, 1986.

References:

1. Indian Contract Act – by Bare Act, Government of India.
2. N.D. Kapoor Mercantile Law, Sultan Chand & Company, New Delhi.
3. Avatar Singh Mercantile Law, Vikas Publication.
4. Balchandani: Business Laws.
5. S.D. Geet and M.S. Patil: Business Laws.
6. S.S. Gulshan: Business Laws.
7. N.M. Wechlakar: Business Law

Weblinks:- <https://blog.ipleaders.in/contingent-contract/>

[https://en.wikipedia.org/wiki/Essential_Commodities_Act#:~:text=The%20Essential%20Commodities%20Act%20\(ECA,normal%20life%20of%20the%20people.](https://en.wikipedia.org/wiki/Essential_Commodities_Act#:~:text=The%20Essential%20Commodities%20Act%20(ECA,normal%20life%20of%20the%20people.)

https://legislative.gov.in/sites/default/files/A1930-3_0.pdf

<http://www.legalserviceindia.com/laws/contracts.htm#:~:text=Law%20of%20Contracts&text=The%20general%20law%20of%20contract,against%20the%20party%20in%20default.>

<https://www.toppr.com/guides/business-laws/indian-contract-act-1872-part-ii/capacity-to-contract/#:~:text=Section%2011%20of%20the%20Indian,that%20he%20is%20subject%20to.>

ANDHRA LOYOLA COLLEGE (AUTONOMOUS), VIJAYAWADA-8

BBA(Aviation) - V SEMESTER

BBA351IR

INDUSTRIAL RELATIONS

(Elective: Human Resource Management)

Hours per week: 4

Credits: 4

Course Outcomes:- By the end of this course student will come to know about

- Resolving disputes and conflicts in the market.
- Different types of bilateral agreements.
- The relations b/w the organizations
- The organizational structures and trade unions.

Unit-I: Meaning, Importance, Scope of Industrial Relations, Content and Objectives of Industrial Relations, Industrial Relations programs, Functional Requirements of successful Industrial Relations, Approaches of IR.

Unit-II: Industrial Disputes: Types of Disputes, Causes, Procedure for the settlement of industrial disputes, Government and Industrial Relations, organs of Industrial peace, Tripartite Machinery, code of discipline, voluntary arbitration, grievance Redressal procedure.

Unit-III: Trade Unions: Principles of Trade Unionism, Objectives and functions of trade unions, growth of Trade union movement in India, Factors affecting growth of Trade unions, Features, Weakness of Trade unions, essentials of successful Trade union.

Unit-IV: Participative Management: Forms of participation, objectives of workers participations in management, levels of participation, forms of participation in India, Causes of failure of joint management council.

Unit-V: Collective Bargaining: Meaning, Features of collective bargaining, necessity and importance of collective bargaining, Principles of Collective Bargaining, Process of negotiations, contract administration.

References:

- 1) P. Subba Rao, Industrial Relationship, Himalaya Publishers.
- 2) Labour and Industrial Laws – Central Law Publications, Allahabad.

- 3) Industrial Relations – ArunMonappa
- 4) Management of Industrial Relations – PramodVerma
- 5) Mamoria C B: Industrial Relations
- 6) Charles Myeres: Industrial Relations in India

Weblinks:-

<https://www.yourarticlelibrary.com/industries/industrial-relations-ir-concept-scope-and-objectives/35430#:~:text=The%20primary%20objective%20of%20industrial,employers%20or%20operatives%20and%20management.>

<https://www.britannica.com/topic/trade-union>

<https://challengeme.online/en/what-is-participative-management/#:~:text=Participative%20Management%20is%20a%20management,together%20what%20solutions%20to%20adopt.>

<https://www.economicdiscussion.net/industrial-disputes-2/industrial-dispute/32493>

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III BBA- AVIATION MANAGEMENT

(BBA351MAP)

MANAGING AIRPORT - AN INTERNATIONAL PERSPECTIVE

Total Hrs/semester:60

Max Marks: 100

HRS/W:4

Total Credits: 4

Objective To enable the Students to learn about the history of Airports, which plays a vital importance to Aviation Students, where they will be learning about privatization, aviation economy, terminals, ground access, aircraft and procedures of Airports.

Course Out Comes:-

By the end of this course, students will have a clear idea on

- How the Airport are managed.
- The economical structure of the airport.
- Different departments and their hierarchy,
- Different airport types and their designs.

UNIT 1:- The structure of the airport industry-Traditional airport ownership and management- Moves towards commercialization- Privatization-Regulation, competition and efficiency issues- Airport operators and investors- Consequences of privatization and Internationalization of the airport industry- Benefits of multi-airport operations-Emergence of airport alliances and sister airport groups.

UNIT 2:- Airport terminals and ground access -The historical development of airport terminals-Components of the airport terminal -Airport ground access

UNIT 3:- The airport-airline relationship-The structure of aeronautical charges-Level of aeronautical charges-Impact of aeronautical charges on airline operations-The relationship between aeronautical and non-aeronautical revenues-The airport regulatory environment-Slot allocation-Ground handling issues

UNIT 4:- Airport Procedures -Provision of services and facilities-LCC Facilities-Evolving LCC and airline network models-Airport Business models-Security and Border control issues -Financing Security-Check In& Boarding Process

UNIT 5:- ECONOMIC, SOCIAL & ENVIROMENTAL impact of airports-Airports as generators of economic activity-Social impacts of airports-Growing concerns for the environment-The role of other transport modes-Climate change adaptation.

Reference Textbooks:-

- Managing Airports: An International Perspective a Book by Anne Graham.
- Aviation Management – Global and national perspectives by Ratandeeep singh
- Airport Planning & Management, Seventh Edition by Seth B Young & T Wells

Web links:-

magellangroup.com.au/insights/investing-in-airports/

<https://www.icao.int/SAM/Documents/2018-ADPLAN/Final%20Draft%20-%20IATA%20Airport%20Infrastructure%20Investment%20BP%20consultation-CLEAN.pdf>

<https://to70.com/is-airline-investment-good-for-airports/>

<https://theconstructor.org/transportation/airport-components/20033/>

https://www.icao.int/sustainability/airport_economics/state%20of%20airport%20economics.pdf

<https://aci.aero/global-training/training-information/course-categories/economics/airport-non-aeronautical-revenues/>

<https://getmoneyrich.com/business-model-of-airports/#:~:text=The%20business%20model%20of%20airports,126%20nos%20airports%20in%20India.>

<file:///C:/Users/LENOVO/Downloads/Extended%20abstract%20-%20Diogo%20Santos.pdf>

<https://www.ukessays.com/essays/tourism/political-environmental-and-social-impact-of-airport-tourism-essay.php#:~:text=Airports%20play%20an%20important%20economic,public%20facilities%20in%20the%20world.>



**ANDHRA LOYOLA COLLEGE (AUTONOMOUS): VIJAYAWADA
520008**

**V - SEMESTER SYLLABUS PAPER -2021
BBA (AVIATION MANAGEMENT)– SEMESTER – V; Course**

Code:BBA351TFA

COURSE TITLE:TRAVEL FORMALITIES & AIRPORT ESSENTIALS

Total Hrs/Semester: 60

Max. Marks: 100

Hrs/W: 4

Total Credits: 4

Course Objective To enable the Students to learn about the Travel Formalities & Airport Essentials, which plays a vital importance to Aviation Students, where they will be learning about Various measures to be taken, Taxes & other charges levied, Airport Facilities& Services available for Passengers.

Course Outcomes:

By the end of this course, student will come to know about

- Different types of Passports that getting issued by different nations.
- Different types of Visas that getting issued by different nations.
- The technological evolutions that are happening to resolve the issues of passenger identification.
- Different travel documents that are required to carry.
- Different loyalty programs offered by airlines.
- Different group of alliances formed by airlines to reduce the congestion and to improve hassle free travel.
- Different types of classes that being offered by airlines to passenger for a hassle free travel.

Syllabus

UNIT 1: -Travel Documents -The Passport. Types of Passports. The Visa. Types of Visa. Electronic Travel Authorizations. Advanced Passenger Information System (APIS). Obtaining Travel Documents.

UNIT 2: -Preparations for Travelers: Medical & Financial –Health. Immunization. General Preventative Measures. Taxes. Customs. Currency and Other Forms of Payment.

UNIT 3: -The Airport -Airport Terminals. Departure Formalities. Transit Areas. Arrival Formalities. Fast Travel. Smart Security.

UNIT 4: -Airline Products - Airline Alliance Networks. Airline Loyalty Programs. Alliances and Frequent Flyer Programs.

UNIT 5: -Services for Passengers -Cabin Classes. Booking Class Codes. Aircraft. Seat Configuration and Seat Assignment. Categories of Special Passengers Types. Special Meals. Wheelchairs. Pre-Flight and In-Flight Products and Services.

References:

- # https://en.wikipedia.org/wiki/Travel_document
- # <https://www.passportindia.gov.in/AppOnlineProject/welcomeLink>
- # <https://wwwnc.cdc.gov/travel/page/BeforeYouTravelInternationally>
- # <https://en.wikipedia.org/wiki/Airport>
- # <https://www.aai.aero/en/corporate/organization>
- # <https://www.airlineratings.com/full-service-carrier-product-rating-criteria/>
- # <https://www.lufthansa.com/us/en/on-board-overview>

ACADEMIC ACTIVITIES

1 ACADEMIC AWARDS WON BY OUR STUDENTS

- Ms.Pravallika Bade, NAM-43 has awarded Ms. Spoorthi in Ramp walk conducted in 2023.
- Ms. Sravya, NAM-32, won first prize in drawing conducted by Logistics Department.
- Mr. Venkata Manohar, DAM-06, has won second price in Photography.
- Mr. Harshavardhan, NAM-06, has won first price in Crew Walk.

3. DETAILS OF STAFF ACTED AS RESOURCE PERSON

- Mr. D. Avinash HOD, Department of Aviation Management attended as guest speaker in Airo Avion institute on the topic Carrer Guidance and Opportunities in Aviation sector.
- Mr. D. Avinash, HOD, Department of Aviation Management attended as guest speaker in Chennai's Amrutha Institute of Hotel Management.

4. HIGH LIGHTS OF DEPARTMENTAL ACTIVITIES

1. International Civil Aviation Day is celebrated every year on December 7 to recognize the importance of Aviation to the social and economic development of the world. Mr. M. Lakshmi Kanth Reddy(Airport Director) from Vijayawada International Airport attended the event and given Guest lecture.

2. SEMINAR ON NEW EMERGING CHANGES IN AVIATION BY SPICE KING AVIATION

3. WORKSHOP ON CAREER GUIDANCE & INTERNATIONAL JOB PLACEMENT.(24 JUL 2023)

Department of BBA Aviation Management and Hotel Management conducted Workshop for Final year students who are looking for International placements. JoJo International consultancy from Mumbai presented the seminar.

4.Students Industrial Trip to Vijayawada International Airport on 27 Oct 2023. Mr. Ankit Sr. Manager, Airport Operations explaining about Treminal Operations.

5.SEMINAR ON AVIATION SECURITY PROCEDURES by Airo Avion.

ASSOCIATION ACTIVITIES

ANDHRA LOYOLA COLLEGE (AUTONOMOUS), VIJAYAWADA - 8

Brief Report on the Activity

ACADEMIC YEAR: 2021-22

Department/Wing/Unit/Cell: BBA-AVIATION MANAGEMENT

S. No. in the Activity Register:1

S. No. in the College Activity Register:1

Name of the Activity:	National Seminar
Place:	ALC, Vijayawada
Date & Time:	7th & 8 th Dec
No. of students participated:	150
Level: (College/Univ/State/Natl/Int)	National

Details of the Activity:

CELEBRATION OF INTERNATIONAL CIVIL AVIATION DAY:

International Civil Aviation Day is celebrated every year on **December**

7 to recognize the importance of Aviation to the social and economic

development of the world. The purpose of International Civil Aviation

Day is to help generate and reinforce worldwide awareness of the

importance of international civil aviation to the social and economic

development of States, and of the unique role of ICAO in helping

States to cooperate and realize a truly global rapid transit network at

the service of all mankind.

Mr. Ankit Jaiswal, Sr. Manager (Operations) from Vijayawada

International Airport attended the event and given Guest lecture

D.AVINASH

Signature of the in charge

Photo(s):



ANDHRA LOYOLA COLLEGE (AUTONOMOUS), VIJAYAWADA - 8

Brief Report on the Activity

ACADEMIC YEAR: 2022-23

Department/Wing/Unit/Cell: BBA - AVIATION MANAGEMENT

S. No. in the Activity Register:2

S. No. in the College Activity Register:2

Name of the Activity:	Career Guidance
Place:	ALC, Vijayawada
Date & Time:	24 Jul 23
No. of students participated:	80
Level: (College/Univ/State/Natl/Int)	College

Details of the Activity:

WORKSHOP ON CAREER GUIDANCE & INTERNATIONAL JOB PLACEMENT.(24 JUL 2023)

Department of BBA Aviation Management and Hotel Management conducted Workshop for Final year students who are looking for International placements. JoJo International consultancy from Mumbai presented the seminar.

Photo(s):





Department/Wing/Unit/Cell: BBA- AVIATION MANAGEMENT

S. No. in the Activity Register: 03

S. No. in the College Activity Register:03

Name of the Activity:	Industrial Visit
Place:	Vijayawada International Airport
Date & Time:	31 st august 2022
No. of students participated:	54
Level: (College/Univ/State/Natl/Int)	College

Details of the Activity:



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ANDHRA LOYOLA COLLEGE (AUTONOMOUS), VIJAYAWADA - 8

Brief Report on the Activity

ACADEMIC YEAR: 2022-23

Department/Wing/Unit/Cell: BBA-AVIATION MANAGEMENT

S. No. in the Activity Register: 04

S. No. in the College Activity Register:04

Name of the Activity:	NATIONAL SEMINAR
Place:	Andhra Loyola College (autonomous),
Date & Time:	12/13 DEC 2023
No. of students participated:	100
Level: (College/Univ/State/Natl/Int)	National level

Details of the activity:

1.CELEBRATION OF INTERNATIONAL CIVIL AVIATION DAY:

International Civil Aviation Day is celebrated every year on **December 7** to recognize the importance of Aviation to the social and economic development of the world. The purpose of International Civil Aviation Day is to help generate and reinforce worldwide awareness of the importance of international civil aviation to the social and economic development of States, and of the unique role of ICAO in helping States to cooperate and realize a truly global rapid transit network at the service of all mankind.

Mr. M. Lakshmi Kanth Reddy (Airport Director) from Vijayawada International Airport attended the event and given Guest lecture.



Newspaper clipping(s):

THE HANS INDIA
**ANDHRA LOYOLA AVIATION
STUDENTS SECURE PLACEMENTS**



Andhra Loyola College final year BBA-Aviation students

- In all, 23 have been selected for officer-security positions (Aviation Security) at Indigo Airlines
- Students work closely with airport security, local law enforcement and regulatory authorities to ensure compliance with aviation security policies and procedures

HANS NEWS SERVICE
VIJAYAWADA

ANDHRA Loyola College final year BBA-Aviation students get placement at various companies for the year 2022-23. Out of 48 students in the final semester, 23 have been selected for officer-security positions (Aviation Security) at Indigo Airlines,

five students have been selected for sales executive positions at Essencia Infoserv, and two students for customer service executive positions at Enfive Systems with salaries ranging from Rs 2.78 lakh to 3.27 lakh per annum.

Six students have opted for higher studies, while the remaining 12 students are expected to be placed in the next two months.

The Officer-Security role is critical to maintain the safety and security of passengers, staff, and aircraft. Security Officers undergo various security training procedures, including passenger screening, baggage inspection, aircraft access control, cargo security, and security profiling.

They work closely with airport security, local law enforcement, and regulatory authorities to ensure com-

pliance with aviation security policies and procedures.

The Department of Aviation led by the head of the department Avinash, who has 11 years experience in aviation and worked as an Airport Manager at multiple airports has been working tirelessly to ensure that students get best opportunities and achieve their career aspirations.

The placement cell, including Nagaraju, Priyanka, and Bharathi, who have 11 years, 6 years, and 11 years of experience in aviation respectively have played a pivotal role in placements.

Correspondent Fr Dr Sahaya Raj, Principal Fr Dr Kishore, Collaboration Course Coordinator Fr Dr Bujji Babu, Training and Placement Officer Dr G Sahaya Baskaran, and faculty members of ALC congratulated the students.

పోటీతోనే విమాన టెక్నెట్ల ధరలు తటస్థం

కరెస్పాన్డెన్ట్, న్యూస్టుడే: ఆధునిక సాంకేతిక పరిజ్ఞానం అందుబాటులోకి రావడంతో సంస్థల మధ్య పోటీ పెరిగి విమాన టెక్నెట్ల ధరలు తటస్థంగా ఉన్నాయని విజయవాడ విమానాశ్రయం ఛైర్మన్ ఎం. లక్ష్మీకాంత్ రెడ్డి అన్నారు. ఆంధ్రా లయోల కళాశాల ఏవియేషన్ విభాగం ఆధ్వర్యంలో 'అడ్వాన్సింగ్ ఇన్నోవేషన్ ఫర్ గ్లోబల్ ఏవియేషన్ డెవలప్ మెంట్' అనే అంశంపై రెండు రోజుల పాటు నిర్వహిస్తున్న జాతీయ స్థాయి పోటీలు మంగళవారం కళాశాలలో ప్రారంభమయ్యాయి. ఈ సందర్భంగా ఆయన మాట్లాడుతూ.. 20 ఏళ్ల కిందటితో పోల్చితే అన్ని రంగాల్లో ధరలు పెరిగాయని, విమాన టెక్నెట్లు మాత్రం



మాట్లాడుతున్న లక్ష్మీకాంత్ రెడ్డి

అలాగే ఉన్నాయని, ఎన్నో కంపెనీల విమానాలు రావడమే అందుకు కారణమని అన్నారు. జీఎంఆర్ హైదరాబాద్ ఎయిర్ పోర్టు పూర్వ ఛైర్మన్ సునీల్ జపానియా కనపర్తి మాట్లాడుతూ.. విదేశాల్లోని ఎయిర్పోర్టుల తీరుతెన్నులను విద్యార్థులు తెలుసుకోవాలన్నారు. విభాగాధిపతి డాసరి అవినాష్ బి. నాగరాజు పాల్గొన్నారు.

అలాగే ఉన్నాయని, ఎన్నో కంపెనీల విమానాలు రావడమే అందుకు కారణమని అన్నారు. జీఎంఆర్ హైదరాబాద్ ఎయిర్ పోర్టు పూర్వ ఛైర్మన్ సునీల్ జపానియా కనపర్తి మాట్లాడుతూ.. విదేశాల్లోని ఎయిర్పోర్టుల తీరుతెన్నులను విద్యార్థులు తెలుసుకోవాలన్నారు. విభాగాధిపతి డాసరి అవినాష్ బి. నాగరాజు పాల్గొన్నారు.

