**University of Management and Technology**

**Course Outline**

Course code: AM324 Course title: Air Cargo and Ground Handling Services

| Program | BS Aviation Management |
| --- | --- |
| Credit Hours | 03 |
| Duration | 15 Weeks |
| Prerequisites | AM-124 |
| Resource Person | MUHAMMAD NAEEM |
| Counseling Timing(Room# ) | 6 Hrs per Week as per as per Schedule Time |
| Contact | Muhammad.naeem@umt.edu.pk |

**Chairman/Director signature………………………………….**

**Dean’s signature…………………………… Date………………………………………….**

**Learning Objective:**

CLO1. Student will identify how to use and work with the latest edition of the IATA Airport Handling Manual (AHM).

CLO2. Student will differentiate how to use Ground Handling and Service Level Agreements (SLAs) to suit Stations handling needs, reduce costs and provide quality service

CLO3. Student will demonstrate how to implement a Safety and Security Station Management System according to industry standards and recommended practices

CL04. Student will analyze how to control and supervise an airline station in a self-handled or outsourced environment

CLO5. Evaluating the Motivation staff and effectively monitor their performance

**CLO – PLO Mapping:**

| **CLOs** | **PLOs** |
| --- | --- |
| Critical Thinking and Decision Making | Effective Communication Skills | Ethics | Core Business Knowledge and Competence | Effective Teamwork | Industry Focus | Global Perspective (Internationalization) | Leadership Skills | Computer-based Information | Corporate Social Responsibility | Organizational Behavior |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** |
| **1** |  |  |  |  |  | **X** |  |  |  |  |  |
| **2** | **X** |  |  |  |  |  |  |  |  |  |  |
| **3** |  |  |  |  |  |  | **X** |  |  |  |  |
| **4** |  | **X** |  |  |  |  |  |  |  |  |  |
| **5** |  |  |  |  | **X** |  |  |  |  |  |  |

**Learning Methodology:**

This module uses interactive learning style which means you will work with facilitator and student fellows. The objective of interactive and cooperative format of teaching and learning is designed to assist students in developing their critical thinking, communicative and presentation skills. The format of taught sessions may include:

1. **Lectures**

Lectures seek to provide the access of the module and program in addition to crucial background and factual knowledge for the students. Interactive lectures will introduce the concepts, theories and application of the subject using relevant examples. Students will be asked questions and are expected to discuss material from previous weeks.

1. **Class Activities**

Different types of activities will be used in the class not only to enhance students’ learning but also to stimulate their interest towards the practical application of the topic/s. Class activities include: individual and group discussions, reading and analysis based activities, extempore presentations, role playing, etc.

1. **Presentations**

Formal and informal presentations will be conducted in class to allow students to gain constructive feedback from their course instructors and peers regarding their assignments and projects. This is also the way through which students can demonstrate and improve presentation skills.

1. **Field Trip**

The social context when studying management is varied from country to country. So, it is of utmost importance to understand the local market dynamics and the application of managerial concepts in real time environment. The students will provide with a platform of field visits to talk to real managers sitting on key positions and will get an opportunity to learn from their managerial experiences.

**Grade Evaluation Criteria**

Following is the criteria for the distribution of marks to evaluate final grade in a semester.

**Marks Evaluation Marks in**

| **Quizzes (x3)** | 15% |
| --- | --- |
| **Assignments (x2)** | 15% |
| **Mid Term Examination** | 25% |
| **Viva**  | 10% |
| **End Term Examination** | 35% |

**Recommended Text Books:**

IATA Ground Handling Manual (<https://pdf4pro.com/amp/view/iata-ground-operations-manual-igom-butterfly-49cb3.html>)

Dangerous Goods Manual (Handouts)

**Calendar of Course contents to be covered during semester**

**Course code……** **AM324 Course title…Air Cargo and Ground Handling Services**

|  **Week** |  **Course Contents**  | **Reference Chapter(s)** |
| --- | --- | --- |
|  1 | Airline Geography and Aviation Security Identify physical, cultural and destination geography. Calculate travel time using world time zones Define and compare the three types of flight services : non-stop, direct and connection Aviation Security Threats to Aviation, regulating aviation security Responsibilities Screening point and boarding gate security procedures Passenger risk assessment Prohibited items Handling of a bomb threat | Introduction and Chapter 01.chapter 6 CLO1. |
|   2 | Check - In ProceduresIntroduction to Check in Procedures  Key Check-in qualities  Check in process procedures Check-in and Cabin Baggage handling Baggage Acceptance Rules and Excess Baggage Charges Security Item**Quiz No. 1** | Chapter 01 and Chapter 02.CLO2 |
|  3 | Travel DocumentChecks, Passenger Ticket Acceptance and Forms of PaymentTravel Document Checks FraudulentTickets Fraudulent Travel documents Passenger Ticket Acceptance**Assignment No. 1** | Chapter 01.CLO3. |
|  4 | Special Passenger Services and Code Share Flight HandlingSpecial Passenger Services Special passengers that require assistance, e.g. Wheelchair, MEDA, first time travelers, Elderly, VIP, Frequent Flier, etc. Code Share Flight HandlingIntroduction to codeshare Services on codeshare flights | Chapter 01 and Chapter 2.CLO2 |
|  5 | Customer Disruption and Service RecoveryIntroduction to Flight Irregulaties Handling of Flight Delays Handling of Boarding Denials | Chapter 01 and Chapter 04.CLO4. |
|  6 | Baggage Services and Baggage ClaimBaggage ServicesHandling Passengers lost baggage creating a baggage report Baggage Claims Handling missing/damages/pilferages claims  Basis for Baggage Claim**Quiz No. 2** | Chapter 02.CL05. |
|   7 | ***MID TERM*** |  |
|  8 | Aircraft Loading Concepts and Aircraft LoadingAircraft Loading Concepts Loading basis Unit Loading device Special Stowage Dangerous Goods for Airports Aircraft Loading  Loading Limitations Restraining the Load | Chapter 04.CLO2. |
|  9 | Manual Load sheet HandlingLoad sheet Theory Load Control standards Principles of Weight Principles of Balance**Quiz No. 3** | Chapter 5CLO3. |

|  10 | Station Emergency Response Handling | Chapter 01 and Chapter 4.CLO3. |
| --- | --- | --- |
|  11 | General Carriage Conditions of Passenger and Baggage  | Chapter 01 and Chapter 2.CLO2. |
|  12 | Cargo Terms & Procedures Cargo Abbreviations Special Cargo**Assignment No. 2** | Chapter 3CLO4. |
|  13 | Dangerous Goods Labelling Cargo Manifest Airport security | DGR Manual and Handouts.Chapter 01 IATA Ground Opertaion Manual.CLO3. |
|  14 | Revision, Discussion and Presentation |  |