GURU KASHI UNIVERSITY

B.Voc in Airport Management and Aviation

Session: 2025-26

Faculty of Management & Commerce

OUTCOME OF THE PROGRAMME

The vocational programme in Airport Management and Aviation is a specialized undergraduate program aimed at providing students with comprehensive training in various aspects of airport operations, airline management, aviation regulations, and related fields. This program focuses on equipping students with the necessary skills, knowledge, and practical experience to pursue careers in the aviation industry.

Program Learning Outcomes: After completing the programme, the learner will be able to:

1. Understand the aviation industry structure, regulations, market trends, and operational challenges.
2. Get knowledge of aviation safety protocols, emergency response procedures, security measures, and regulatory compliance.
3. Understand and deliver exceptional customer service, handle passenger inquiries, resolve complaints, and enhance the passenger experience.
4. Develop decision-making skills, problem-solving capabilities, and effective communication in a fast-paced aviation environment.
5. Acquire strategic planning and decision-making skills to address complex operational and managerial challenges in the aviation industry.

Program Structure

Semester: 1st									
Course Code	Course Title	Type of Course	L	T	P	Total Credits	Int.	Ext.	Total Marks
BAP101	Principles of Management	Core	4	0	0	4	30	70	100
BAP102	Basics of Financial Accounting	Core	3	1	0	4	30	70	100
BAP103	Principles of Aviation	Core	3	1	0	4	30	70	100
BAP104	Entrepreneurship Setup & Launch	ESE	0	0	4	2	15	35	50
BAP105	Listening and Speaking Skills in English	MD	3	0	0	3	25	50	75
VAC0002	Human Values and Professional Ethics	VAC	2	0	0	2	15	35	50
Discipline Elective-I (Any one of the following)									
BAP106	Aviation Ancillary Services	Discipline Elective-I	3	0	0	3	25	50	75
BAP107	Airport Handling Management								
Discipline Elective-II (Any one of the following)									
BAP108	Introduction of Aviation & Basic Aerodynamics	Discipline Elective-II	3	0	0	3	25	50	75
BAP109	Corporate Finance for Aviation								
Total			**21**	**2**	**4**	**25**	**195**	**430**	**625**

Semester: 2nd									
Course Code	**Course Title**	**Type of Course**	**L**	**T**	**P**	**Total Credits**	**Int.**	**Ext.**	**Total Marks**
BAP201	Marketing Management	Core	3	1	0	4	30	70	100
BAP202	Aviation Security Management	Core	3	1	0	4	30	70	100
BAP203	Business Ethics and Corporate Social Responsibility	Compulsory Foundation	2	0	0	2	15	35	50
BAP204	Management Information System	Skill Based	3	0	0	3	25	50	75
BAP205	Introduction to Computer (Lab)	Skill Based	0	0	4	2	15	35	50
VAC0001	Environment Education	VAC	2	0	0	2	15	35	50
Discipline Elective-III (Any one of the following)									
BAP206	Food & Beverage Services	Discipline Elective-III	3	0	0	3	25	50	75
BAP207	Airline Reservation & Ticketing								
Discipline Elective-IV (Any one of the following)									
BAP208	Airport Operators	Discipline Elective-IV	3	0	0	3	25	50	75
BAP209	Catering Science & Hygiene								
Total			**19**	**2**	**4**	**23**	**180**	**395**	**575**

Course Code	Course Title	Type of Course	L	T	P	Total Credits	Int.	Ext.	Total Marks
Semester: 3rd									
BAP301	Corporate Strategy	Core	4	0	0	4	30	70	100
BAP302	Understanding the Retailer	Core	4	0	0	4	30	70	100
BAP303	Fundamentals of Tourism	Core	4	0	0	4	30	70	100
BAP304	Fundamentals of Hospitality Management	Compulsory Foundation	2	0	0	2	15	35	50
BAP305	Seminar on Business Writing Skills	Skill Based	0	0	2	1	10	15	25
Discipline Elective-V (Any one of the following)									
BAP306	Basic Ramp Safety	Discipline Elective-V	3	0	0	3	25	50	75
BAP307	Crew Resource Management								
Discipline Elective-VI (Any one of the following)									
BAP308	Air Cargo Security Awareness	Discipline Elective VI	3	0	0	3	25	50	75
BAP309	Flight Operations								
Total			20	0	2	21	165	360	525

Semester: 4ᵗʰ								
Course Code	**Course Title**	**Type of Course**	**L**	**T**	**P**	**Total Credits**	**Int.**	**Ext.**	**Total Marks**
BAP401	Global Human Resource Management	Core	4	0	0	4	30	70	100
BAP402	Flight Operation Manual	Core	4	0	0	4	30	70	100
BAP403	Training and Development for Managerial Effectiveness	Skill Based	3	0	0	3	25	50	75
BAP404	Advertisement and Promotional Tactics	Skill Based	3	1	0	4	30	70	100
BAP405	Business Sustainability & Growth	MD	3	0	0	3	25	50	75
Discipline Elective-VII (Any one of the following)									
BAP406	Passenger Behaviour	Discipline Elective-VII	3	0	0	3	25	50	75
BAP407	Air Regulation								
Discipline Elective-VIII (Any one of the following)									
BAP408	Managing Tours and Operations	Discipline Elective-VIII	3	0	0	3	25	50	75
BAP409	ATC (Air Traffic Control)								
Total			**23**	**1**	**0**	**24**	**190**	**410**	**600**

	Semester: 5th								
Course Code	Course Title	Type of Course	L	T	P	Total Credits	Int.	Ext.	Total Marks
BAP501	Airport Strategic Planning	Core	4	0	0	4	30	70	100
BAP502	Flight Catering	Core	4	0	0	4	30	70	100
BAP503	Aviation Resource Management	Core	4	0	0	4	30	70	100
BAP504	Airport Activities	Core	3	1	0	4	30	70	100
BAP505	Internship in Aviation Industry (4 Weeks)	Skill Based	0	0	0	4	30	70	100
BAP506	Managerial Communication	Skill Based	4	0	0	4	30	70	100
BAP507	Entrepreneurship Development	Entrepreneurship Based	2	0	0	2	15	35	50
Total			**21**	**1**	**0**	**26**	**195**	**455**	**650**

	Semester: 6th								
Course Code	Course Title	Type of Course	L	T	P	Total Credits	Int.	Ext.	Total Marks
BAP601	Banking & Insurance Management	Core	4	0	0	4	30	70	100
BAP602	Tourism Development	Core	4	0	0	4	30	70	100
BAP603	Managerial Skill Development	Ability Enhancement	2	0	0	2	15	35	50
BAP604	Emotional Intelligence in Businesses	Skill Based	3	0	0	3	25	50	75
BAP605	Professional Business Skills	Skill Based	2	0	0	2	15	35	50
BAP606	Travel Agents & Tour Operators	Elective Foundation	3	0	0	3	25	50	75
BAP607	Major Project	Practical	0	0	8	4	30	70	100
BAP608	Economic Policies and Reforms	MD	3	0	0	3	25	50	75
Total			**21**	**0**	**8**	**25**	**195**	**430**	**625**
Grand Total			**125**	**6**	**14**	**145**	**1120**	**2505**	**3625**

Note: Students will undergo a summer internship for 4 weeks during summer vacations after 4th semester.

Semester-1st

Course Title: Principles of Management	L	T	P	Cr.
Course Code: BAP101	4	0	0	04

Total Hours: 60

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the theories, principles, concepts and essentials of management.
2. Evaluate managerial actions such as planning, organizing and controlling for effective results.
3. Acquire the managerial professional attributes to be capable of decision making by applying the knowledge of management discipline.
4. Create new concepts of business ethics to improve goodwill of business enterprise.

Course Content

UNIT I   14 Hours

Management and its various functions, nature, and scope, organizational objectives, management by objective. Planning: nature, purpose and functions, types, steps in planning, Management by Objective (MBO) –Management by Exception (MBE). Decision making and its process.

UNIT II   17 Hours

Organizing: nature, importance, process, formal & informal organizations, organization chart, organizing principles. Departmentation: Departmentation on various basis. Authority: types, responsibility and accountability. Delegation: steps in delegation, obstacles to delegation and their elimination.

UNIT III   16 Hours

Staffing: manpower management, factors affecting staffing, job design, The selection process, techniques, and Performance appraisal: need and process. Communication: importance, process, barriers.

UNIT IV   13 Hours

Controlling: control process, types, barriers to control making, control techniques: budget and non-budgetary control devices. Social responsibility and business ethics, decentralization vs centralization, determinants of effective decentralization.

Transaction Mode

Cooperative learning, Collaborative Teaching, Quiz, Open talk, Inquiry based learning, Group discussion, Active participation

Suggested Readings

- *Koontz, Harold & Weihrich, Heinz (2018). Essentials of Management. Tata McGraw Hill Publishing, New Delhi*
- *Prasad, L.M.2019. Principles & Practices of Management. Sultan Chand & Sons, New Delhi*
- *Robbins, S. P., & DeCenzo, A. D. (2019). Fundamentals of Management. Pearson Education, New Delhi*
- *Parkinson C. Northcote, Rustomji M. K. & Sapre S. A. (2019). Great Ideas in Management. Orient Paperbacks, India*
- *Carpenter, M. A., Bauer, T., Erdogan, B., & Short, J. (2018). Principles of management. Washington, DC: Flat World Knowledge*

.

Course Title:	Basics of Financial Accounting	L	T	P	Cr.
Course Code:	BAP102	3	1	0	04

Total Hours: 60

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Evaluate the operations of organizations through management accounting techniques
2. Analyze the costing systems, cost management systems, budgeting systems and performance measurement systems
3. Create balance between financial and non-financial information in decision making, control and performance evaluation applications of management accounting
4. Determine the costs and benefits of different conventional and contemporary costing systems

Course Content

UNIT I   **16 Hours**
Financial Accounting- concept, significance and scope, accounting principles, journal, ledger, trial balance, depreciation (straight line and diminishing balance methods). Preparation of final accounts Trading Account, Profit & Loss Account, Balance Sheet with adjustments.

UNIT II   **14 Hours**
Financial Analysis- Concepts and objectives, Limitation of Financial Analysis. Tools of Financial Analysis: trend analysis, common size statements, comparative statements.

UNIT III   **14 Hours**
Ratio analysis, fund flow and cash flow statements, Applications of ratio analysis. (With additional information). Financial Statement, significance and Limitations of Financial Statement.

UNIT IV   **16 Hours**
Budgetary control- need, objectives, essentials of budgeting, different types of budgets; Responsibility Accounting; Steps involved in Responsibility Accounting, Responsibility Centre, Advantages of Responsibility Accounting.

Transaction Mode
Group discussion, Active participation, Brain storming, Demonstration, Project based learning, Team Teaching, Mentor Mentee, Quiz, Open talk, Question, One minute.

Suggested Readings
- *Jain, S.P & Narang, K.I (2002). Financial Accounting. Kalyani Publisher, New Delhi*
- *Maheshwari S.N., Maheshwari CA Sharad K & Maheshwari Dr. Sunil K (2018). An Introduction to Accountancy. Vikas Publishing House*
- *Mukherjee & Hanif (2019). Fundamentals of Accounting. Tata McGraw Hill, New Delhi*

- *Bragg, M. Steven (2006). Accounting control best practices. John Wiley & Sons Publishing*

Course Title: Principles of Aviation	L	T	P	Cr.
Course Code: BAP103	3	1	0	04

Total Hours: 60

Course Learning Outcomes:
After completing this course, the students will be able to:
1. Learn how the Aviation Industry operates.
2. Work effectively on maintenance crews, and with multi-disciplinary and diverse teams.
3. Make professional and ethical decisions.
4. Grasp the basic concepts and terminology associated with aviation.

Course Content

UNIT I 14 Hours
Introduction to Aviation English Importance of English in the global aviation industry, Overview of ICAO Language Proficiency Requirements, Key terminology and phrases used in aviation communication, Basics of phonetics and pronunciation for clear communication, Introduction to standard phraseology: Air Traffic Control (ATC) and pilot exchanges

UNIT II 14 Hours
Communication in Aviation Operations: Understanding the structure of standard aviation communications, Effective communication techniques for pilots, air traffic controllers, and ground staff, Handling emergency situations: Communicating during crises and unexpected events, Radio telephony communication: Basics of transmitting and receiving messages, Practice exercises: Simulated communication scenarios in aviation settings

UNIT-III 14 Hours

Reading and Comprehending Aviation Texts Reading and interpreting aviation manuals, charts, and documents, Understanding and using NOTAMs (Notice to Airmen) and METARs (Meteorological Aerodrome Reports),Analyzing and summarizing aviation-related news, reports, and case studies, Vocabulary building: Technical terms related to aircraft, navigation, and weather, Practice exercises: Comprehension tests based on real aviation documents

UNIT IV 18 Hours
Writing, Listening and Speaking Skills for Aviation: Writing clear and concise reports: Incident reports, log entries, and operational notes, Email and formal communication: Etiquette and best practices in aviation settings, Preparing flight plans and other aviation documentation, Active listening techniques for understanding ATC instructions and other communications, Improving pronunciation and clarity in spoken English, Role-playing

exercises: Simulating real-world aviation communication scenarios, Handling non-standard phraseology: Adapting to diverse accents and unexpected situations, Oral presentations: Presenting aviation-related topics to peers and instructors.

Transaction Mode

Problem solving learning, Case Analysis, Cooperative Teaching, Inquiry based learning, Visualization, Group discussion, Active participation.

Suggested Readings:
- *Fundamentals of Planning and Developing Tourism by Bulent I. Kastarlak, Brian Barber.*
- *Introduction to Aviation Management Paperback – By Andreas Wald (Editor), Christoph Fay (Editor), Ronald Gleich (Editor)*
- *International Airfare and Ticketing Methods and Techniques- By S. K. Gupta*

Course Code: BAP104	L	T	P	Cr.
Course Title: Entrepreneurship Setup & Launch	0	0	04	02

Introduction:

This semester lays the foundation for the learner to understand what entrepreneurship is, beyond just starting a business. It introduces key ideas like problem-solving, value creation, and self-awareness. The learner will begin exploring basic business concepts while discovering their own interests and strengths.

Learners Objective:

1. Understand the core concepts of entrepreneurship through relatable, real-life examples.
2. Begin to see themselves as problem-solvers and creators.
3. Learn about business paths and choose one to try based on interest or local fit.
4. Launch a micro-hustle (online or offline) to earn their first income.
5. Build confidence and self-belief by doing.

Outcome: By the end of this semester, learners will start a simple business activity, earn their first income, and build belief in their ability to do business.

Guiding Principles/Approach:

This syllabus is built on principles of **experiential learning, growth mindset development**, and **identity-first learning**. Drawing from learning science and behavior design, the course shifts students from passive learning to *active doing*, where they try out small business activities in real contexts. The design helps students not just learn entrepreneurship, but begin to see themselves as entrepreneurs. Emphasis is placed on *small wins, peer collaboration, and locally relevant opportunities* to ensure learning feels achievable and connected to their realities. The curriculum focuses on conceptual understanding without heavy theory, combining *practical action, reflection, and*

collaboration. By making progress visible and success feel possible, it plants the seeds of self-reliance, initiative, and long-term motivation.

Semester Syllabus:

Format: 12 weeks, 4 hours/week | 2 credits
Revenue Target: ₹10,000

Week	Learning Goal	Measurable Outcome
1	Understand what entrepreneurship is and who can be an entrepreneur	Students define entrepreneurship in their own words and list 2 entrepreneurs from their local area or community
2	Connect personal identity to entrepreneurship (strengths, interests, struggles)	Students create a "value map" showing how a skill/interest/problem from their life could become a business opportunity
3	Learn about 5 business paths: content creation, dropshipping, cloud kitchen/food business, gig economy and local services	Students explore 1–2 examples from each domain and share one they're most curious to try and why
4	Choose a path and generate a basic business idea	Students write down a clear offer (what, for whom, why) and one way to reach their customer
5	Take first real action: message, post, pitch, or sell	Students reach out to or serve 1 real potential customer and record what happened

6	Reflect on first attempt and share with peers	Students share their result, a challenge faced, and one idea to improve next time
7	Improve and try again: aim for first ₹100	Students apply a change, try again, and aim to make their first ₹100 or get meaningful response
8	Learn how to identify and understand your target customer	Students talk to 2 potential customers or observe them and list 3 insights about their needs
9	Learn how to serve your target audience better	Students improve one part of their offer (product, delivery, messaging, or interaction) based on customer feedback or need
10	Explore core entrepreneurial values (resilience, honesty, effort)	Students reflect on 1 value they're building and show it in a business task or peer story
11	Focus on earning and staying consistent	Students complete a second earning task and track their consistency (e.g., same product or message for 3 days)
12	Reflect on earnings, grit, and how to keep going	Students record total earnings, one resilience moment, and one support system or habit they'll continue with

Weekly Component:

Component	Duration	Description
Learning Module	~1.5 hrs	- Introduces key concepts in a simple and engaging way - Includes, examples, and 1–2 interactive discussions or quizzes
Action Lab	~2 hrs	- Hands-on task on the weekly concept - Includes step-by-step guidance, templates, and worksheets - Ends with a submission (e.g., video, reflection, or proof of action)

Resources	Self-paced	- Supplementary videos, short readings, real-life stories, and tools to deepen understanding at their own pace

Evaluation Criteria

Evaluation Component	Description	Weightage
Weekly Task Completion	Timely submission of weekly tasks including reflections, activities, quizzes etc.	40%
Target Completion	Performance-based evaluation on hitting **revenue or profit targets** (e.g., generating ₹10,000 revenue)	30%
Final Project	A comprehensive project based on the semester's theme	30%

Course Title: Listening and Speaking Skills in English	L	T	P	Cr.
Course Code: BAP105	3	0	0	03

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learners will be able to:

1. Use appropriate vocabulary and clear pronunciation in any kind of spoken discourse on various topics
2. Communicate effectively in spoken English on issues and ideas with a reasonable degree of fluency and accuracy in different social settings and different kinds of social encounters.
3. Express them by writing texts in different types.

Course Content

Unit I   **10 Hours**
Speech Sounds: Phonemic symbols – Vowels – Consonants – Syllables – Word stress – Stress in polysyllabic words – Stress in words used as different parts of speech – Sentence stress –Weak forms and strong forms – Intonation

Unit II   **13 Hours**
Basic Grammar: Articles - Nouns and prepositions - Subject-verb agreement - Phrasal verbs - Modals - Tenses - Conditionals – Prefixes and suffixes – Prepositions -Adverbs – Relative pronouns - Passives - Conjunctions - Embedded questions - Punctuation –Abbreviations- concord- collocations- phrasal verbs- idiomatic phrases

Unit III   **11 Hours**
Listening: Active listening – Barriers to listening – Listening and note taking – Listening to announcements – Listening to news on the radio and television. **Speaking-** Fluency and pace of delivery – Art of small talk – Participating in conversations – Making a short formal speech – Describing people, place, events and things – Group discussion skills, interview skills and telephone skills.

Unit IV   **11 Hours**
Reading: Theory and Practice – Scanning – Surveying a textbook using an index – reading with a purpose – Making predictions – Understanding text structure – Locating main points –Making inferences – Reading graphics –

Reading critically – Reading for research.

Transaction Mode

Seminar, Cooperative learning, Collaborative Teaching, Quiz, Open talk, Inquiry based learning, Group discussion, Active participation

Suggested Readings

- *V.Sasi kumar, P Kiranmai Dutt and Geetha Rajeevan, Communication Skills in English. Cambridge University Press.*
- *Marilyn Anderson, Premed K Nayar and Madhu Sen. Critical Thinking, Academic Writing and Presentation Skills. Pearson Education*
- *A Course in Listening and Speaking I & II, Sasi kumar, V.,Kiranmai Dutt and Geetha Rajeevan, New Delhi: CUP, 2007*
- *Study Speaking: A Course in Spoken English for Academic Purposes. Anderson, Kenneth, Joan New Delhi: OUP, 2008*

Course Title: Human Values and Professional Ethics	L	T	P	Cr.
Course Code: VAC0002	2	0	0	2

Total Hours: 30

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Understand the essence of Indian ethos, cultural values and ethical principles derived from scriptures, integrating self-exploration with scientific inquiry.
2. Analyze human values, self-awareness and ethical decision-making by distinguishing between perspectives, ideologies and universal moral principles.
3. Evaluate constitutional values, global responsibilities and the role of ethics in citizenship while promoting inclusivity and social welfare.
4. Develop essential life skills, stress management techniques and holistic well-being through mindfulness, self-discipline and personality development.

Course Content
Unit-I   **07 Hours**
Introduction to Indian Ethos: Meaning of ethos and cultural essence of India, Scriptures as the base of the Indian Knowledge System (IKS), Integrating the two methodologies: interiorization process for self-exploration and exterior scientifc pursuit for the prosperity of world, The Law of Karma and Nishkama Karma (The Law of action and selfless action), Practical: Five hours of Yoga practice per week, Ethics through Music and Indian Poetry, Community Engagement

Unit-II   **08 Hours**
Human Values and Ethics: Knowing the Self and the universal values that we stand for. This is self-enquiry & self-discovery, Background conversations and deep listening, recognizing the assumptions that we make, the biases we have and the implications for ethical action. Self-identity: distinguishing and embracing oneself (and others) four profiles (inner potential, social, professional, personality), Distinguish ideology, perspectives beliefs from embodying values. Practical: Self discovery, self enquiry and Mindfulness, Yama & Niyama of Ashthang Yoga

Unit-III   **07 Hours**
Constitutional Values, Global Responsibility & Skills for Youth: Values embedded in the Preamble of the Indian Constitution, Integration of Human Rights and duties. Principles and responsibilities: as citizens of India, towards global environment, Loksangraha and Vasudhaiva Kutumbakam, Conscious Full Spectrum Response model. Distinguishing judgement from discernment, Practical: Development of concentration among students through music, fine arts, mathematics, sports, yoga and mindfulness

Unit-IV   **08 Hours**
Integrated Personality and Well-being: The three gunas (qualities of sattva—purity and harmony, rajas —activity and passion, tamas —darkness and chaos), the four antah-karanas (inner instruments) and panch kosha (five sheaths), Stress management, Oneness, non-duality and equanimity, Physical, mental, social and spiritual well-being. Practical: Talks on importance of the Ayurvedic concept of well-being and nutrition, sports activities.

Transactional Mode:
Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:
- *Mahadevan, B., Bhat, V.R. and Nagendra, P.R.N. 2022. Introduction to Indian Knowledge System. Delhi: PHI.*
- *Human Values and Professional Ethics by R R Gaur, R Sangal, G P Bagaria, Excel Books, New Delhi, 2010.*
- *Kashyap, Subhash C. 2019. Constitution of India. A handbook for students. New Delhi: National Book Trust.*
- *Dr. Awadesh Pradhan, Mahamana ke Vichara". (B.H.U., Vanarasi 2007)*
- *Harold Koontz & Heinz Weihrich, Essentials of Management, Tata McGraw Hill.*
- *Lama, D. 2012. Beyond Religion: Ethics for a Whole World. India: Harper Collins.*
- *Shrimad Bhagavad-Gita (Part of the Mahabharata). 1994. Gorakhpur: Gita Press. Swami Harshananda. 2000. The Birds' Eye View of the Vedas. Bangalore: Ramakrishna Math.*
- *Fontaine, D. K., Rushton, C. H. and Sharma, M. 2013. Cultivating Compassion and Empathy. In: M. Plews-Ogan and G. Beyt (Eds.), Wisdom Leadership in academic Health Science Centers- Leading Positive Change. London: Radcliffe Publishing.*
- *Blanchard, Kenneth and Peale, Norman Vincent. 1988. The Power of Ethical Management. New York: William Morrow and Company, Inc.*
- *Gandhi, Mohandas Karamchand. 1971. Pathway to God compiled by MS Deshpande. Ahmedabad: Navajivan Mudranalaya, Navjivan Trust.*
- *Gardner, H. 2006. Five Minds for the Future. Boston: Harvard Business School Press.*
- *Rodriguez, S. and Juvva, S. 2018. Embodying Universal Values and Ethical Leadership in Higher Education: Creating Change Agents for Social Transformation. In B. Chatterjee, A. Banerji and P. Arya (Eds.). Resolution to Resolve: Sustainability Practices in Industry and Education. New Delhi: Bloomsbury [ISBN: 978-938-74-7168-9]*
- *Sharma, M. 2017. Radical Transformational Leadership: Strategic Action*

for Change Agents. Berkeley, US: North Atlantic Books.

Web Sources:
- https://www.holy-bhagavad-gita.org/
- https://iksindia.org/
- NPTEL Course: Exploring Human Values: Visions of Happiness and Perfect Society
- https://ebooks.inflibnet.ac.in/hrmp01/

Note: The latest editions of textbooks may be used.

Course Title: Aviation Ancillary Services	L	T	P	Cr.
Course Code: BAP106	3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learners will be able to:

1. Understand aviation regulations and laws.
2. Familiar with airport operations and management.
3. Get knowledge of airline operations, including scheduling, ticketing, and baggage handling.
4. Get basic understanding of aviation safety and security protocols.

Course Content

Unit I   **10 Hours**

Introduction to Aviation Ancillary Services: Overview of ancillary services in the aviation industry: Definition and importance, Types of ancillary services: In-flight services, ground services, cargo handling, and retail, Role of ancillary services in enhancing passenger experience and airline profitability, Key stakeholders: Airlines, airports, service providers, and regulatory bodies

Unit II   **11 Hours**

Ground Handling Services: Introduction to ground handling: Definition, scope, and significance, Key ground handling activities: Check-in, baggage handling, boarding, and deboarding ,Ramp services: Aircraft loading and unloading, fueling, and catering services, Ground handling equipment and technology: Baggage handling systems, aircraft tugs, and loaders

Unit III   **12 Hours**

In-Flight Services: Understanding in-flight services: Catering, entertainment, and comfort services, Food and beverage management: Meal planning, catering logistics, and dietary requirements, In-flight entertainment systems: Content selection, management, and delivery, Cabin crew roles and responsibilities: Passenger safety, comfort, and customer service

Unit IV   **12 Hours**

Cargo and Freight Services: Introduction to air cargo services: Importance and market overview, Types of air cargo: General cargo, special cargo (perishables, hazardous materials), and express freight, Cargo handling processes: Booking, documentation, loading, and tracking, Role of freight forwarders and logistics providers in air cargo services, Future trends in Retail: Digital retail, e-commerce integration, and passenger personalization

Transaction Mode

Seminar, Cooperative learning, Collaborative Teaching, Quiz, Open talk, Inquiry based learning, Group discussion, Active participation

Suggested Readings

- *Airline Ancillary Service and Incompatibilities within alliances by Barvis Maroulas*
- *Airlines Operations and Management by Gerald N Cook, Bruce Billig*
- *Human Factors in Aviation by Eduardo Salas , Dan Maurino*

Course Title: Airport Handling Management	L	T	P	Cr.
Course Code: BAP107	3	0	0	03

Total Hours: 45

Course Learning Outcomes:
After completion of this course, the learner will be able to:
1. Gain a competitive understanding of various airport operations, including passenger and baggage handling, cargo services and ground handling.
2. Develop skills in providing excellent customer service in high-pressure environments, addressing passenger needs and complaints effectively.
3. Understand how to handle emergencies and disruptions effectively, ensuring safety and continuity of operations.
4. Explore the role of technology in improving airport efficiency.

Course Content

Unit - I   **10 Hours**
Introduction to Airport Handling Management: Overview of airport handling: Definition, scope, and significance, Key components of airport handling: Passenger, baggage, cargo, and ramp services, Roles and responsibilities of ground handling agencies, Airport handling as a critical component of airport operations and management

Unit - II   **11 Hours**
Passenger Handling Services: Passenger check-in procedures: Traditional, online, and self-service kiosks,Boarding and deboarding processes: Gate assignments, boarding priorities, and procedures, Special passenger services: Assistance for passengers with disabilities, VIPs, and unaccompanied minors, Managing delays and disruptions: Communication strategies and passenger support, Customer service in airport handling: Enhancing passenger experience through efficient service

Unit – III   **12 Hours**
Baggage Handling and Security: Overview of baggage handling systems: Check-in, sorting, and tracking, Types of baggage: Checked baggage, cabin baggage, and special items, Baggage security measures: Screening, handling of dangerous goods, and lost luggage management, The role of technology in baggage handling: Automated systems and RFID tagging

Unit – IV   **12 Hours**
Cargo Handling and Logistics: Introduction to air cargo operations: Types of cargo and their handling requirements, Cargo acceptance and documentation: Booking, labeling, and manifest preparation, Cargo security protocols: Screening, handling hazardous materials, and customs regulations, Warehousing and storage: Managing cargo facilities and inventory control, The impact of e-commerce on airport cargo handling:

Trends and challenges

Transaction Mode

Seminar, Cooperative learning, Collaborative Teaching, Quiz, Open talk, Inquiry based learning, Group discussion, Active participation

Suggested Readings:

- *Airport Operations" by Norman Ashford, H. D. Martin, and P. M. Wright*
- *"Managing Airports: An International Perspective" by Anne Graham*
- *"Ground Handling: A Comprehensive Guide" by I. M. R. Khan*
- *"The Airport Business" by D. A. K. J. A. R. B. Grant*
- *"Airline Operations and Management: A Management Textbook" by Anne Graham*

Course Title: Introduction of Aviation & Basic Aerodynamics	L	T	P	Cr.
Course Code: BAP108	3	0	0	03

Total Hours: 45

Course Learning Outcomes

After completion of this course, the learner will be able to:
1. Understand the history and evolution of aviation, including key milestones and technological advancements.
2. Differentiate between commercial, general, and military aviation, and identify their roles in the industry.
3. Grasp the basic principles of aerodynamics.

Course Content

Unit - I   **10 Hours**

Overview of the Aviation Industry: History and evolution of aviation: Key milestones and advancements, Structure of the aviation industry: Key stakeholders (airlines, airports, regulatory bodies), Types of aircraft: Commercial, cargo, military, and private, Understanding the global aviation market: Trends, challenges, and opportunities

Unit - II   **11 Hours**

Aircraft Types and Components: Basic components of an aircraft: Fuselage, wings, engines, landing gear, and tail, Classification of aircraft: Fixed-wing vs. rotary-wing, single-engine vs. multi-engine, Introduction to aircraft systems: Avionics, hydraulics, electrical, and propulsion systems, Overview of aircraft performance: Speed, altitude, range, and fuel efficiency

Unit - III   **11 Hours**

Principles of Flight and Basic Aerodynamics: Fundamental principles of flight: Lift, weight, thrust, and drag, The Bernoulli principle and its application in aviation, The role of airfoils: Shape, angle of attack, and their impact on lift, Understanding the forces acting on an aircraft during different phases of flight, Introduction to flight stability and control: Ailerons, elevators, and rudders

Unit - IV   **13 Hours**

The Aerodynamics of Aircraft Performance:, Understanding the performance parameters of an aircraft: Takeoff, cruise, and landing, The concept of the lift-to-drag ratio and its importance in aviation, Factors affecting aircraft performance: Weight, altitude, temperature, and wind, Introduction to high-speed aerodynamics: Mach number, shock waves, and supersonic flight

Transaction Mode

Seminar, Cooperative learning, Collaborative Teaching, Quiz, Open talk, Inquiry based learning, Group discussion, Active participation

Suggested Readings:

1. *"Introduction to Aviation" by Harry W. Wiggins*
2. *"Aerodynamics for Engineers" by John J. Bertin and Dale A. Newton*
3. *"Fundamentals of Aerodynamics" by John D. Anderson Jr.*
4. *"Aircraft Performance and Design" by John D. Anderson Jr.*
5. *"Introduction to Flight" by John D. Anderson Jr.*

Course Title: Corporate Finance for Aviation	L	T	P	Cr.
Course Code: BAP109	3	0	0	03

Total Hours: 45

Course Learning Outcomes:
After completion of this course, the learner will be able to:
1. Apply corporate finance principles to the aviation industry.
2. Interpret financial statements for aviation companies.
3. Assess and choose appropriate financing methods for aviation operations.
4. Apply financing models for aircraft purchases and leases.
5. Identify and mitigate financial risks specific to aviation.

Course Content

Unit - I   10 Hours
Introduction to Corporate Finance in Aviation, Overview of Corporate Finance: Definition, scope, and objectives. The Aviation Industry: Structure, key players, and financial characteristics. Financial Management in Aviation: Key concepts, principles, and roles. The Regulatory Environment: Impact on financial management in aviation. Capital Structure: Debt vs. equity in aviation companies.

Unit - II   11 Hours
Financial Planning and Analysis in Aviation: Financial Planning: Long-term and short-term financial planning in aviation, Budgeting: Capital budgeting and operational budgeting in airlines, Financial Analysis: Key financial ratios and performance metrics, Cash Flow Management: Importance in aviation, managing operational cash flows, Risk Management: Identifying and managing financial risks in aviation.

Unit - III   13 Hours
Financing Aviation Operations: Sources of Finance: Equity, debt, and alternative financing options in aviation, Aircraft Financing: Leasing, purchasing, and other financing models, Cost of Capital: Calculating and managing the cost of capital in aviation, Dividend Policy: Determinants of dividend policy in aviation companies, Mergers and Acquisitions: Impact on financial structure and performance.

Unit - IV   11 Hours
Strategic Financial Management in Aviation**:** Strategic Decision Making: Aligning financial strategy with business strategy, Financial Restructuring: Strategies for financial restructuring in aviation, Value Creation: Techniques for enhancing shareholder value, Global Financial Management: Managing currency risks and international finance, Ethics and Corporate Governance: Importance of ethics in financial management.

Transaction Mode
Problem-solving learning, Case Analysis, Cooperative Teaching, Inquiry-based learning, Visualization, Group discussion, Active participation

Suggested Readings:
- Ross, S.A., Westerfield, R.W., & Jaffe, J. *Corporate Finance.*
- Kaps, R. W. *Airline Finance.*
- Vasigh, B., & Rowe, Z. *Foundations of Airline Finance: Methodology and Practice.*
- Fabozzi, F. J., & Peterson Drake, P. *Finance for Executives: Managing for Value Creation.*
- Vasigh, B., Fleming, K., & Mackay, L. *Introduction to Air Transport Economics.*
- Brealey, R.A., Myers, S.C., & Allen, F. *Principles of Corporate Finance.*
- Brigham, E.F., & Ehrhardt, M.C. *Financial Management: Theory & Practice.*

Semester-2nd

Course Title: Marketing Management	L	T	P	Cr.
Course Code: BAP201	3	1	0	04

Total Hours: 60

Course Learning Outcomes:

After completion of this course, the learner will be able to:

1. Evaluate the analytical frameworks and tools used in marketing mix.
2. Analyze the information of a firm's market segmentation to formulate segmentation strategies.
3. Evaluate new product development process, product mix and product line decisions, branding and packaging decisions, pricing strategies and programs tools of product differentiation.
4. Analyze the role of marketing channels and identifying major channel alternatives.

Course Content

UNIT I   **14 Hours**

Marketing: Concepts - production, product, selling, marketing & societal marketing. Marketing environment.

UNIT II   **16 Hours**

Consumer buying behavior: consumer decision making process (five step model), factors affecting buying behavior. Market segmentation: need, concept, mass marketing vs. Segmentation. Marketing mix: 4ps of products & 7ps of services, components & factors affecting

UNIT III   **16 Hours**

Product decisions: new product development process, and product life cycle. Positioning, branding, packaging & labeling decisions pricing decisions: importance, objectives & strategies

UNIT IV   **14 Hours**

Product promotion: promotion mix and factors affecting. Distribution: channel decisions, types & factors, physical distribution system & its components.

Transaction Mode

Cooperative learning, Inquiry based learning, Group discussion, Active participation, Mentor Mentee, Quiz, Open talk, Panel Discussions

Suggested Readings

- *Kotler, Philips, Armstrong, Gary & Agnihotri Prafula. (2018). Principles of Marketing. Pearson Education*
- *Ramaswamy, V.S & Namakumari, S. (2019). Marketing Management. Om Books*
- *Stanton, J. William. (2018). Fundamentals of Marketing. McGraw Hill Education*

- *Gandhi, J.C. (2018). Marketing A Managerial Introduction. McGraw Hill Education*
- *Baker, Michael J. (2018). Companion Encyclopedia of Marketing. Cengage Learning Emea*

Course Title:	Aviation Security Management	L	T	P	Cr.
Course Code: BAP202		3	1	0	04

Total Hours: 60

Learning Outcomes:

After completion of this course, the learner will be able to:

1. Comprehend the fundamental principles of aviation security and their importance in protecting passengers, cargo, and infrastructure.
2. Apply risk management techniques to assess vulnerabilities and develop strategies to mitigate security risks.
3. Understand crisis management principles and how to respond effectively to security incidents or emergencies.

Course Content

UNIT I 14 Hours

Introduction to Aviation Security: Overview of aviation security: Importance and global significance, Historical perspective: Major incidents that shaped aviation security policies, Regulatory bodies and frameworks: ICAO, IATA, and national aviation authorities, Key components of aviation security: Airport security, in-flight security, and cargo security, Threats to aviation: Terrorism, hijacking, cyber threats, and insider threats

UNIT II 16 Hours

Airport Security Operations: Airport security infrastructure: Perimeter security, access control, and surveillance systems, Passenger and baggage screening: Technologies, procedures, and best practices, Security of airport facilities: Terminals, control towers, and airside operations, Emergency response and crisis management: Planning, drills, and coordination with local authorities, Security protocols for VIPs, diplomats, and special flights

UNIT III 16 Hours

In-Flight Security Management: In-flight security measures: Cabin crew training, air marshals, and passenger behavior monitoring, Handling in-flight security incidents: Hijackings, unruly passengers, and medical emergencies, Communication systems and protocols: Coordination between pilots, cabin crew, and ground control, Role of technology in enhancing in-flight security: Biometric identification and onboard surveillance

UNIT IV 14 Hours

Cybersecurity in Aviation: Understanding cybersecurity threats in aviation: Hacking, data breaches, and system failures, Protecting critical aviation infrastructure: Air traffic control, communication systems, and

databases, Cybersecurity protocols and policies: International guidelines and best practices, Role of airlines and airports in maintaining cybersecurity: Training, awareness, and incident response, Future trends in aviation cybersecurity: Emerging technologies and challenges

Transaction Mode

Cooperative learning, Inquiry based learning, Group discussion, Active participation, Mentee Meter, Quiz, Open talk, Panel Discussions

Suggested Readings

- *"Aviation Security: A Comprehensive Approach" by Barbara Holder*
- *"Introduction to Aviation Security" by John D. McCarthy*
- *"Aviation Security: A Practical Guide" by Michael J. W. Becker*
- *"Security Management for Dummies" by T. G. O'Connor*
- *"Airport and Aviation Security: U.S. Policy and Strategy in the Twenty-First Century" by Barbara Holder*

Course Title: Business Ethics and Corporate Social Responsibility	L	T	P	Cr.
Course Code: BAP203	2	0	0	02

Total Hours: 30

Course Learning Outcomes:

After completion of this course, the learner will be able to:

1. Analyze the importance of ethics and corporate governance in the day-to-day working of organizations
2. Evaluate the need for ethics in business and identify the issues involved in Business Ethics
3. Examine the importance of the ethical dimension in workplace decision making
4. Understand various ethical philosophies to explain how they contribute to current management practices.

Course Content

UNIT I **6 Hours**

Characteristics of Ethical Organization, Theories of Business Ethics, Globalization and Business Ethics, Stakeholder's Protection. Issues involved in Business Ethics. Corporate Governance: Conceptual framework of Corporate Governance, Insider Trading

UNIT II **6 Hours**

Rating Agencies, Whistle Blowing, Corporate Governance Reforms; Initiatives in India including clause 49 of Listing Agreement and Kumar Mangalam Birla Committee on Corporate Governance.

UNIT III **9 Hours**

Codes & Standards on Corporate Governance: Sir Adrian Cadbury Committee (UK), 1992, Greenbery Committee (UK), 1995, Importance and Features: Hampel Committee on Corporate Governance (UK), 1997, Blue Ribbon Committee (USA), 1999, OECD Principles of Corporate Governance, 1999, Smith Report, 2003 (UK).

UNIT IV **9 Hours**

Corporate Social Responsibility (CSR): Arguments for and Against; Strategic Planning and Corporate Social Responsibility; CSR and Business Ethics, CSR and Corporate Governance, Environmental Aspect of CSR, Drivers of CSR, ISO 26000.

Transaction Mode

Cooperative learning, Inquiry based learning, Group discussion, Active participation, Panel Discussions, Mentor Mentee, Quiz, Open talk, Question

Suggested Readings

- *Murthy, K. B. (2009). Politics, Ethics and social responsibility of business. Pearson Education India.*
- *Sharma, J. P. (2013). Corporate Governance, Business Ethics and CSR:(with Case Studies and Major Corporate Scandals). Ane Books Pvt.*
- *Tricker, R. B., & Tricker, R. I. (2015). Corporate governance: Principles, policies, and practices. Oxford University Press, USA.*

- Crane, A., McWilliams, A., Matten, D., Moon, J., & Siegel, D. S. (Eds.). (2008). The Oxford handbook of corporate social responsibility. OUP Oxford.

Course Title:	**Management Information System**	L	T	P	Cr.
Course Code: BAP204		3	0	0	03

Total Hours: 45

Course Learning Outcomes

After completion of this course, the learner will be able to:

1. Analyze the current issues of information technology and relate those issues to the firm.
2. Investigate an impact of information technology on firms.
3. Examine the role of information technology and information system in business.
4. Create a working knowledge of concepts and terminology related to information technology

Course Content

UNIT I   **12 Hours**

Significance, Evolution, MIS Support for Programmed and Non- Programmed Decision Making, Model of Decision Making. MIS- need and concepts, factors influencing MIS and characteristics of MIS, Technology of MIS, Structure of MIS, Decision Making and role of MIS, Data communication, Basic H/W required Channel features and concept of Distributed database.

UNIT II   **11 Hours**

Data bases Decision Support System: Overview, components and classification, steps in constructing a DSS, role in business, Group decision support system. Organization & Information Systems: Relationship, Salient Feature of Organization, Effect of organization on Information Systems and Vice Versa. Advanced Information Systems: Knowledge Work Systems, Executive Support Systems, and Expert Systems.

UNIT III   **10 Hours**

Artificial intelligence: Uses of Artificial Intelligence technologies in business: neural network, fuzzy logic, virtual reality; Applications of AI in MIS. Executive information system. System implementation Strategies and process; System Evaluation and Maintenance

UNIT IV   **12 Hours**

Applications: cross –functional MIWS; ERP; CRM; SCM; Transaction Processing system; Business intelligence, supply chain management, Business Process management. Information system for strategic advantage, strategic role for information system, breaking business barriers, Business process reengineering, improving business qualities.

Transaction Mode

Flipped teaching, Demonstration, Case Analysis, Visualization, Group discussion, Active participation, Mentor Mentee

Suggested Readings

- *Goyal, D. P. (2021). Management Information Systems: Managerial Perspectives. Vikas Publishing House.*
- *Davis, G. B., & Olson, M. H. (2019). Management information systems: Conceptual foundations, structure, and development. McGraw-Hill, Inc.*
- *O'brien, J. A., & Marakas, G. M. (2016). Management information systems (Vol. 6). McGraw-Hill Irwin.*
- *Ein-Dor, P., & Segev, E. (2018). Managing management information systems. Toronto: Lexington Book.*
- *Laudon, K. C. (2017). Management information systems: Managing the digital firm. Pearson Education India*

Course Title: Introduction to Computer (Lab)	L	T	P	Cr.
Course Code: BAP205	0	0	4	02

Total Hours: 30

Course Learning Outcomes:

After completion of this course, the learner will be able to:

1. Demonstrate proficiency in basic computer operations, including turning the computer on/off, using peripherals, and navigating the desktop interface.
2. Understand and use common features and functions of an operating system.
3. Explain word processing software (e.g., Microsoft Word or Google Docs) to create, format, and edit documents
4. Create and deliver effective presentations using software like Microsoft PowerPoint or Google Slides

Course Content

UNIT I   **6 hours**

MS Windows: Familiarizing with windows operating system; using built-in accessories; managing files and folders using windows explorer; working with control panel; installing hardware and software, Installation of MS Office.

UNIT II   **9 hours**

MS Word: Using word to create Resume Features to be covered: - Formatting Fonts in word, Drop Cap in word, Applying Text effects, Using Character Spacing, Borders and Colors, Inserting Header and Footer, Using Date and Time option in Word.

UNIT III   **9 hours**

MS Excel: Creating a Scheduler Features to be Covered: - Gridlines, Format Cells, Summation, auto fill, Formatting Text. Calculations Features to be covered: - Cell Referencing, Formulae in excel – average, std. deviation, Charts, Renaming and Inserting worksheets, Hyper linking, Count function, LOOKUP/VLOOKUP.

UNIT IV   **6 hours**

MS Power Point: Salient features of Power-point, File, Edit, View, Insert, Format, Tools, and Slide Show. Topics covered includes: Hyperlinks, Inserting –Images, Clip Art, Audio, Video, Objects, Tables and Charts

Internet: Navigating with Internet Explorer; surfing the net, using search engines; using email.

Course Title: Environment Education	L	T	P	Cr.
Course Code: VAC0001	2	0	0	2

Total Hours: 30

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Grasp the concept of Environmental Science, its components, types of natural resources, their distribution, and usage, with a focus on India.
2. Discuss the factors impacting biodiversity loss and ecosystem degradation in India and the world.
3. An overview of Contemporary Environmental Issues i.e National and Global efforts to address climate change adaptation and mitigation.
4. To understand environmental laws for monitoring pollution.
5. Principles guiding human responsibility toward the environment.
6. Toxic chemicals and analytical methods for monitoring environmental pollutants.

Course Content

Unit-I   **06 Hours**

Human – Environment Interaction, Natural Resources, and Sustainable Development: The man-environment interaction: Humans as hunter-gatherers; Mastery of fire; Origin of agriculture; Emergence of city-states; Great ancient civilizations and the environment, Indic Knowledge and Culture of sustainability; Middle Ages and Renaissance; Industrial revolution and its impact on the environment; Population growth and natural resource exploitation; Global environmental change. Environmental Ethics and emergence of environmentalism: Anthropocentric and eco-centric perspectives (Major thinkers); The Club of Rome- Limits to Growth; UN Conference on Human Environment 1972; World Commission on Environment and Development and Rio Summit. Natural resources: Definition and Classification. Microbes as a resource; Status and challenges. Environmental impact of over-exploitation, issues and challenges; Water scarcity and Conflicts over water. Mineral resources and their exploitation; Environmental problems due to extraction of minerals and use; Soil as a resource and its degradation. Energy resources: Sources and their classification. Implications of energy use on the environment. Introduction to sustainable development: Sustainable Development Goals (SDGs)- targets and indicators, challenges and strategies for SDGs.

Unit-II   **06 Hours**
Biodiversity Conservation and Environmental Issues: Biodiversity as a natural resource; Levels and types. Biodiversity in India and the world; Biodiversity hotspots; Species and ecosystem threat categories. Major ecosystem types in India, their services, classification, significance and characteristics of forests, wetlands, grasslands, agriculture, coastal and marine; Threats to biodiversity and ecosystems: Land use and land cover

change; Commercial exploitation of species; Invasive species; Fire, disasters and climate change. Major conservation policies: in-situ and ex-situ approaches; National and International Instruments for biodiversity conservation; the role of traditional knowledge, community-based conservation; Gender and conservation. Environmental issues and scales: micro-, meso-, synoptic and planetary scales; Temporal and spatial extents of local, regional, and global phenomena. Pollution: Types of Pollution- air, noise, water, soil, thermal, radioactive; municipal solid waste, hazardous waste; transboundary air pollution; acid rain; smog. Land use and Land cover change: land degradation, deforestation, desertification, urbanization. Biodiversity loss: past and current trends, impact. Global change: Ozone layer depletion; Natural Disasters – Natural and Man-made (Anthropogenic).

Unit-III   **06 Hours**
Environmental Pollution, Health, Climate Change: Impacts, Adaptation and Mitigation: Definition of pollution; Point and non-point sources. Air pollution: sources, Impacts, Primary and Secondary pollutants; Criteria pollutants- carbon monoxide, lead, nitrogen oxides, ground-level ozone, particulate matter and sulphur dioxide; Other important air pollutants- Volatile Organic compounds (VOCs), Peroxyacetyl Nitrate (PAN), Polycyclic aromatic hydrocarbons (PAHs) and Persistent organic pollutants (POPs); Indoor air pollution; National Ambient Air Quality Standards. Water pollution: Sources; River, lake and marine pollution, groundwater pollution, impacts; Water quality parameters and standards. Soil pollution: sources and pollutants. Solid and hazardous waste, its impacts. Noise pollution: Definition, Unit of measurement, sources, noise standards; adverse impacts. Thermal and Radioactive pollution: Sources and impacts. Climate change: natural variations in climate due to greenhouse gas emission- past, present & future. Structure of atmosphere. Projections of global climate change with special reference to temperature, rainfall, climate variability and extreme events; Importance of 1.5 °C and 2.0 °C limits to global warming; Climate change projections for the Indian sub-continent. Impacts, vulnerability and adaptation to climate change: Observed impacts of climate change on ocean and land systems; Sea level rise, changes in marine and coastal ecosystems; Impacts on forests, natural ecosystems, animal species, agriculture, health, urban infrastructure; the concept of vulnerability and its assessment; Adaptation vs. resilience; Climate-resilient development; Indigenous knowledge for adaptation to climate change. Mitigation of climate change: Synergies between adaptation and mitigation measures; Green House Gas (GHG) reduction vs. sink enhancement; Concept of carbon intensity, energy intensity and carbon neutrality; National and international policy instruments for mitigation, decarbonizing pathways and net zero targets for the future; Energy efficiency measures; Carbon capture and storage, National climate action plan and Intended Nationally Determined Contributions (INDCs); Climate justice.

Unit-IV   **10 Hours**

Environment Management, Treaties and Legislation: Introduction to environmental laws and regulation: Article 48A, Article 51A (g) and other environmental rights; Introduction to environmental legislations on the forest, wildlife and pollution control. Environmental management system: ISO 14001 Concept of Circular Economy, Life cycle analysis; Cost-benefit analysis Environmental audit and impact assessment; Environmental risk assessment Pollution control and management; Waste Management- Concept of 3R (Reduce, Recycle and Reuse) and sustainability; Ecolabeling /Ecomark scheme. Bilateral and multilateral agreements on international co-operation of instruments; conventions and protocols; binding and nonbinding measures; Conference of the Parties (COP) Major International Environmental Agreements:- Convention on Biological Diversity (CBD); Cartagena Protocol on Biosafety; Nagoya Protocol on Access and Benefit-sharing; Convention on International Trade in Endangered Species of Wild Flora and Fauna (CITES); Ramsar Convention on Wetlands of International Importance; United Nations Convention to Combat Desertification (UNCCD); Vienna Convention for the Protection of the Ozone Layer; Montreal Protocol on Substances that Deplete the Ozone Layer and the Kigali Amendment; Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal; Rotterdam Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade; Stockholm Convention, Minamata Convention, United Nations Framework Convention on Climate Change (UNFCCC); Kyoto Protocol; Paris Agreement; India's status as a party to major conventions Major Indian Environmental Legislations: The Wild Life (Protection) Act, 1972; The Water (Prevention and Control of Pollution) Act, 1974; The Forest (Conservation) Act, 1980; The Air (Prevention and Control of Pollution) Act, 1981; The Environment (Protection) Act, 1986; The Biological Diversity Act, 2002; The Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act, 2006; Noise Pollution (Regulation and Control) Rules, 2000; Industry-specific environmental standards; Waste management rules; Ramsar sites; Biosphere reserves; Protected Areas; Ecologically Sensitive Areas; Coastal Regulation Zone; Production and consumption of Ozone Depleting substances, Green Tribunal; Some landmark Supreme Court judgements Major International organisations and initiatives: United Nations Environment Programme (UNEP), International Union for Conservation of Nature (IUCN),World Commission on Environment and Development (WCED), United Nations Educational, Scientific and Cultural Organization (UNESCO), Intergovernmental Panel on Climate Change (IPCC), and Man and the Biosphere (MAB) programme.

Transactional Mode:
Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- *Chahal, M. K. (2024). Environmental Science and Hazards Management (Ecology and Risk Management), ISBN:978-93-6440-586-7.*
- *Baskar, S. and Baskar, R. (2009). Natural Disasters (Earth's Processes & Geological Hazards), ISBN: 978-81-7806-168-9.*
- *Tiefenbacher, J (ed.) (2022), Environmental Management - Pollution, Habitat, Ecology, and Sustainability, Intech Open, London. 10.5772/*
- *Kanchi Kohli and Manju Menon (2021) Development of Environment Laws in India, Cambridge University Press.*
- *Bhagwat, Shonil (Editor) (2018) Conservation and Development in India: Reimagining Wilderness, Earthscan Conservation and Development, Routledge.*
- *Manahan, S.E. (2022). Environmental Chemistry (11th ed.). CRC Press. https://doi.org/10.1201/9781003096238.*
- *William P.Cunningham and Mary A. (2015) Cunningham Environmental Science: A Global Concern, Publisher (Mc-Graw Hill, USA)*
- *Central Pollution Control Board Web page for various pollution standards. https://cpcb.nic.in/ standards/*
- *Theodore, M. K. and Theodore, Louis (2021) Introduction to Environmental Management, 2nd Edition. CRC Press.*
- *Ministry of Environment, Forest and Climate Change (2019) A Handbook on International Environment Conventions & Programmes. https://moef.gov.in/wp- content/uploads/2020/02/ convention-V-16-CURVE-web.pdf*

Note: The latest editions of textbooks may be used.

Course Title: Food & Beverage Services	L	T	P	Cr.
Course Code: BAP206	3	0	0	3

Total Hours: 45

Course Learning Outcomes

After completion of this course, the learner will be able to:
1. Gain a comprehensive knowledge of the food and beverage industry, including types of service styles, dining concepts, and trends.
2. Master various service techniques, including table setting, serving methods, and proper etiquette for different dining experiences.
3. Develop a thorough understanding of various beverages, including wines, spirits, and non-alcoholic drinks, and learn about pairings and service.
4. Cultivate strong interpersonal skills to enhance guest satisfaction and manage customer relations effectively.

Course Content

UNIT I   **10 Hours**

Introduction to Food & Beverage Services: Overview of the food & beverage (F&B) industry: Key concepts, history, and evolution, Role of F&B services in airports and aviation: Importance and scope, Types of F&B outlets in airports: Restaurants, cafés, bars, lounges, and in-flight services, Organization of F&B services: Structure, roles, and responsibilities. Basic principles of customer service in F&B: Understanding customer needs, service etiquette, and communication skills.

UNIT II   **11 Hours**

F&B Service Equipment and Layout: Introduction to F&B service equipment: Types, uses, and maintenance, Tableware, glassware, and cutlery: Selection, handling, and care, Bar equipment and beverage service tools: Mixers, dispensers, and glassware, F&B service areas: Restaurant layout, bar setup, and lounge arrangement

UNIT III   **13 Hours**

F&B Service Techniques: Types of service styles: American, French, Russian, buffet, and self-service, Order-taking and billing procedures: Systems and techniques for accuracy and efficiency, Serving food and beverages: Sequence, presentation, and etiquette, Handling special requests: Dietary restrictions, allergies, and customization, Effective communication with customers: Handling complaints and ensuring satisfaction.

UNIT IV   **11 Hours**

Beverage Services and Bar Operations: Introduction to beverages:
Non-alcoholic and alcoholic beverages, classifications, and service, Beverage service techniques: Pouring, mixing, and presentation, Understanding wines, spirits, and cocktails: Basics of selection, pairing, and service, Bar operations management: Inventory control, pricing, and revenue management, Responsible service of alcohol: Legal requirements, identification, and customer care.

Transaction Mode

Inquiry based learning, Group discussion, Active participation, Case Analysis, Mentor Mentee, Brain storming, Demonstration, Project based learning, Team Teaching

Suggested Readings

1. *"Food & Beverage Service" by John Cousins, Dave Foskett, and Victor Ceserani*
2. *Restaurant: From Concept to Operation" by Jack D. Ninemeier and Matthew T. Ninemeier*
3. *"Wine Folly: The Essential Guide to Wine" by Madeline Puckette and Justin Hammack*
4. *"The Professional Chef" by The Culinary Institute of America*
5. *"The Food Service Manager's Guide to Creative Cost Control" by Michael E. Williams*

Course Title: Airline Reservation & Ticketing	L	T	P	Cr.
Course Code: BAP207	3	0	0	3

Total Hours: 45

Course Learning Outcomes After completion of this course, the learner will be able to:

1. Gain knowledge of various airline reservation systems and global distribution systems (GDS) used in the industry.
2. Learn the processes involved in issuing tickets, including electronic ticketing (e-ticketing) and traditional paper ticketing.
3. Develop strong customer service skills for handling inquiries, resolving issues, and providing travel assistance.
4. Understand airline pricing models, fare structures, and the factors that influence ticket prices, including discounts and special offers.
5. Familiarize with regulations governing ticketing and reservations, including consumer rights and airline policies.

Course Content

UNIT I   10 Hours

Introduction to Airline Reservation Systems: Overview of airline reservation systems: History, evolution, and significance, Types of reservation systems: Central Reservation System (CRS), Global Distribution System (GDS), Key components of a reservation system: Inventory management, fare management, and booking process, Role of reservation agents: Responsibilities and skills required, Major reservation systems in use: Amadeus, Sabre, Galileo, and others

UNIT II   10 Hours

Airline Ticketing Process: Types of airline tickets: One-way, round-trip, multi-city, and open-jaw tickets, Ticketing terminology: PNR, fare classes, e-tickets, paper tickets, and ticketing time limits, Fare calculation and rules: Factors influencing fares, fare basis codes, and special fares, Ticket issuance and reissuance: Procedures, rebooking, refunds, and penalties, Understanding fare conditions: Change fees, cancellation policies, and refund rules

UNIT III   10 Hours

Managing Reservations and Passenger Services: Creating and managing Passenger Name Records (PNR): Booking, modifying, and canceling

reservations, Seat assignment and special service requests (SSRs): Handling passenger preferences and special needs, Group reservations: Procedures and challenges in managing group bookings, Ancillary services: Baggage, meal preferences, and in-flight services, Customer service in reservations and ticketing: Handling queries, complaints, and providing assistance

UNIT IV   **15Hours**

Online Reservation Systems and E-Ticketing: Introduction to online reservation platforms: Airlines' websites, OTAs, and mobile apps, E-ticketing process: Issuance, revalidation, and importance in modern travel, Online check-in and boarding pass generation: Procedures and benefits, Compliance with government regulations: Passenger rights, data privacy, and consumer protection laws

Transaction Mode

Flipped teaching**,** Demonstration, Case Analysis, Visualization, Group discussion, Active participation, Mentor Mentee

References:
1. *"Airline Reservations and Ticketing" by Robert G. Murdock*
2. *"Travel and Tourism: A Global Perspective" by R. M. (Bob) A. McIntosh*
3. *"Fundamentals of Airline Economics" by Stephen Holloway*
4. *"Airline Marketing and Management" by Stephen Shaw*
5. *"Introduction to Air Transport" by John Wensveen*

Course Title: Airport Operators	L	T	P	Cr.
Course Code: BAP208	3	0	0	3

Total Hours: 45

Course Learning Outcomes

After completion of this course, the learner will be able to:

1. Explore the role of technology in airport operations, such as automated systems for check-in, baggage handling, and security screening.
2. Recognize the importance of sustainability in airport operations and learn about eco-friendly practices and initiatives.
3. Understand the need for collaboration among various stakeholders, including airlines, government agencies, and service providers, to ensure smooth operations.
4. Stay updated on current trends and innovations in airport management, such as smart airports and passenger experience enhancements.

Course Content

UNIT I   **11 Hours**

Introduction to Airport Operations: Overview of airport operations: Key functions and responsibilities, Types of airports: International, domestic, regional, and general aviation airports, Organizational structure of airport operators: Roles and departments (operations, security, maintenance, etc.), Key stakeholders in airport operations: Airlines, government agencies, ground handlers, and service providers

UNIT II   **10 Hours**

Airport Infrastructure and Facilities Management: Airport infrastructure components: Runways, taxiways, aprons, terminals, and hangars, Passenger terminal operations: Check-in counters, security checkpoints, baggage handling, and boarding gates, Airside operations: Ground handling, aircraft turnaround, and airfield maintenance, Landside operations: Parking, ground transportation, and access control, Maintenance of airport facilities: Preventive maintenance, safety checks, and emergency repairs

UNIT III   **13 Hours**

Airport Safety and Security Management: Airport safety management: Safety protocols, hazard identification, and risk management, Security management at airports: Access control, passenger screening, and cargo security, Emergency response and crisis management: Planning, drills, and coordination with emergency services, Safety and security compliance: Adherence to ICAO and national aviation safety and security standards, Role of technology in enhancing airport safety and security: Surveillance systems,

biometrics, and access control

UNIT IV   **11 Hours**
Airport Environmental Management: Environmental impact of airport operations: Noise pollution, air quality, and waste management, Sustainable airport operations: Energy efficiency, green buildings, and carbon footprint reduction, Environmental regulations and compliance: National and international environmental standards, bWaste management at airports: Handling of hazardous materials, recycling programs, and waste disposal

Transaction Mode
Flipped teaching**,** Demonstration, Case Analysis, Visualization, Group discussion, Active participation, Mentor Mentee

Suggested Readings:
1. *"Airport Operations" by Norman Ashford, H. D. Martin, and P. M. Wright*
2. *"Managing Airports: An International Perspective" by Anne Graham*
3. *"Airport Management" by Michael A. D. R. Alpern*
4. *"The Airport Business" by David A. K. Grant*

Course Title: Catering Science & Hygiene	L	T	P	Cr.
Course Code: BAP209	3	0	0	3

Total Hours: 45

Course Learning Outcomes After completion of this course, the learner will be able to:

1. Grasp the basic principles of food science, including the chemical and physical properties of ingredients and their interactions during cooking.
2. Acquire knowledge about nutrition, dietary requirements, and how to design balanced menus for various populations.
3. Learn the fundamentals of managing catering operations, including planning, organizing, and executing events.
4. Understand food safety regulations and hygiene practices essential for preventing foodborne illnesses.
5. Familiarize with sanitation practices in food preparation and service areas, including cleaning, pest control, and waste management.

Course Content

UNIT I   11 Hours

Introduction to Catering Science: Overview of catering in the aviation industry: Importance and scope, Types of catering services: In-flight catering, airport lounges, and ground services, Basic principles of food science: Nutritional value, food groups, and dietary requirements, Menu planning for aviation: Considerations for different flight classes and passenger preferences, Food production and service: Workflow from kitchen to passenger

UNIT II   10 Hours

Food Safety and Hygiene Standards: Importance of food safety in aviation: Impact on health and reputation, Foodborne, llnesses and prevention: Common pathogens, contamination, and control measures, Personal hygiene for catering staff: Best practices and hygiene protocols, Kitchen hygiene: Cleanliness, sanitation, and pest control.

UNIT III   11 Hours

In-Flight Catering Operations: The in-flight catering process: From order to delivery, Packaging and storage of in-flight meals: Techniques for maintaining food quality and safety, Special dietary requirements: Handling and preparation of vegetarian, vegan, gluten-free, and other special meals, Quality control in in-flight catering: Standards, checks, and maintaining consistency

UNIT IV   **13 Hours**

Hygiene Regulations and Compliance: Overview of international and national food safety regulations: ICAO, WHO, and local authorities, Compliance with food safety laws: Licensing, inspection, and certification requirements, Handling food waste and recycling: Environmental considerations and sustainable practices, Trends in healthy and sustainable catering: Organic foods, plant-based options, and reducing food waste, Passenger expectations and preferences: Adapting to changing demands in the aviation industry.

Transaction Mode

Inquiry based learning, Group discussion, Active participation, Case Analysis, Mentor Mentee, Brain storming, Demonstration, Team Teaching.

Suggested Readings:
1. *"Food Safety: A Guide for the Food Industry" by S. S. S. L. G. (Sandi) Cross*
2. *"Catering: A Guide to Managing a Successful Business Operation" by Bruce Mattel and David L. Joseph*
3. *"Culinary Fundamentals" by The Culinary Institute of America*
4. *"Hygiene for Management: A Practical Guide" by John M. (Mike) Smiddy*

Semester: 3rd

Course Title: Corporate Strategy	L	T	P	Cr.
Course Code: BAP301	4	0	0	4

Total Hours: 60

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Acquire the knowledge of Strategic research - identifying, gathering, and verifying
2. Improve expertise of evaluating and analyzing facts to identify opportunities and threats in the external environment and strengths and weaknesses within the organization (i.e., perform a situation/SWOT analysis).
3. Develop aptitude of recommending specific, detailed courses of action relative to stated facts exhibiting strategic management knowledge and judgment.
4. Understand the importance of ethical principles and organizational values (i.e., organizational culture) within the context of making socially responsible management choices.

Course Content

UNIT I   **14 Hours**

Strategic management: introduction, nature; scope, need, strategic decision making. Mission; objectives: need for explicit mission, components of mission statement, formulation of mission; objectives and their specificity.

UNIT II   **16 Hours**

Scanning the environment: external; internal environment scanning, Techniques of environment. Scanning- SWOT, ETOP, PEST, QUEST. Industry analysis: Porter's five forces model, BCG matrix, GE 9 cell matrix, Hofer's model

UNIT III   **16 Hours**

Internal analysis: value chain analysis. Strategy formulation; choice: Porter's Generic strategy alternatives; Corporate level strategies-stability, expansion, retrenchment, combination. Strategy variations

UNIT IV   **14 Hours**

Social responsibility of business: Implementation; Control: Behavioral aspects. Strategy evaluation; control- concept, techniques of strategic evaluation and control.

Transaction Mode

Cooperative learning, Inquiry based learning, Group discussion, Active participation, Mentor Mentee, Quiz, Open talk, Panel Discussions

Suggested Readings

- *Jouch & Gluick, "Strategic Management & Business Policy", Mcgraw hill 3/e*
- *Wheelen & Hunger, "Strategic Management & Business Policy" ,(Pearson education 8/e)Pearce*
- *& Robinson: Strategic Management AITBS*
- *Azhar Kazmi, "Business Policy", Tata McGraw Hill*
- *Reference Books:*
- *Business Strategy: Managing Uncertainty, Opportunity, and Enterprise by J.C. Spender*
- *"Strategic Management Concepts" by Robert E Hoskisson and Michael A Hitt.*

Course Title: Understanding the Retailer	L	T	P	Cr.
Course Code: BAP302	4	0	0	4

Total Hours: 60

Course Learning Outcomes: After completion of this course, the learner will be able to

1. Understand the basic concepts of retailing, including types of retail formats, supply chain management.
2. Develop skills in managing retail operations, including inventory control, merchandising, and store layout design.
3. Learn about effective marketing strategies for retailers, including promotions, branding, and customer engagement techniques.
4. Analyze consumer preferences to inform retail strategies and improve customer experience.

Course Content

Unit I   **17 Hours**
Introduction to Airport Retailing: Overview of retail in airports: Importance and growth trends, Types of airport retailers: Duty-free shops, specialty stores, luxury boutiques, and convenience stores, The role of airport retail in the overall passenger experience: Enhancing customer satisfaction and generating revenue, Retail business models: Franchise, concessions, and direct ownership

Unit II   **14 Hours**
Retail Operations and Management: Retail layout and design in airports: Maximizing space and ensuring customer flow, Inventory management in airport retail: Stock control, replenishment, and demand forecasting, Pricing strategies for airport retailers: Duty-free pricing, premium pricing, and competitive pricing, Customer service in airport retail: Training staff to handle international customers and language barriers

Unit III   **16 Hours**
Consumer Behavior in Airport Retail: Understanding the airport shopper: Demographics, purchasing behavior, and spending patterns, Impact of dwell time on shopping behavior: Strategies to increase passenger spend, Cultural considerations in airport retail: Catering to international customers and understanding global preferences, Influence of marketing and promotions: Duty-free offers, seasonal sales, and loyalty programs

Unit IV   **13 Hours**
Trends and Innovations in Airport RetailL: Emerging trends in airport retail: E-commerce, omnichannel retailing, and click-and-collect services,

Technology in airport retail: Digital displays, mobile payments, and virtual shopping assistants, The future of duty-free shopping: Changes in regulations and consumer expectations

Transaction Mode

Problem solving learning, Case Analysis, Cooperative Teaching, Inquiry based learning, Visualization, Group discussion, Active participation

Suggested Readings

1. *"Retailing Management" by Michael Levy and Barton Weitz*
2. *"The Retail Doctor's Guide to Growing Your Business" by Bob Phibbs*
3. *"Retail Marketing Management" by David Gilbert*
4. *"Why We Buy: The Science of Shopping" by Paco Underhill*

Course Title: Fundamentals of Tourism	L	T	P	Cr.
Course Code: BAP303	4	0	0	4

Total Hours: 60

Corse Learning Outcomes

After completion of this course, the learner will be able to:

1. Gain a foundational understanding of key tourism concepts, including the definition, types, and significance of tourism.
2. Familiarize with the various components of the tourism industry, including transportation, accommodation, attractions, and services.
3. Learn the principles of tourism planning and development.
4. Analyze the factors that influence tourist behavior and decision-making processes.

Course Content

UNIT I   **16 Hours**

Introduction to Tourism: Definition and scope of tourism: Understanding the tourism industry, Historical development of tourism: Evolution and key milestones, Types of tourism: Domestic vs. international, leisure, business, adventure, cultural, and eco-tourism, Key components of the tourism industry: Accommodation, transportation, attractions, and ancillary services, Importance of tourism in the global economy: Economic, social, and cultural impacts

UNIT II   **14 Hours**

Tourism Products and Services: Understanding tourism products: Characteristics and classification, Tourism services: Travel agencies, tour operators, and destination management companies (DMCs), Tourist attractions: Natural, cultural, man-made, and events-based attractions, The role of transportation in tourism: Air, land, and sea transport options, Accommodation types: Hotels, resorts, hostels, and alternative accommodations

UNIT III   **17 Hours**

Tourism Demand and Supply: Factors influencing tourism demand: Economic, social, political, and environmental factors, Understanding tourist motivation: Push and pull factors, Tourism supply components: Resources, infrastructure, and services, Seasonality in tourism: Managing demand fluctuations

UNIT IV   **13 Hours**

Tourism Planning and Development: Principles of tourism planning: Strategic planning and sustainable development, Tourism policy and regulations: National and international frameworks, Destination

management: Role of tourism boards, local governments, and stakeholders, Community involvement in tourism: Benefits, challenges, and strategies, Impact of tourism development: Environmental, socio-cultural, and economic considerations, The impact of global events on tourism: Pandemics, natural disasters, and political instability

Transaction Mode
Group discussion, Experiential learning, Brain storming, Active participation, Flipped teaching

Suggested Readings

1. *"Introduction to Tourism" by Chuck Y. D. Lee and Robert J. Mason*
2. *"Tourism: Principles, Practices, Philosophies" by Charles R. Goeldner and J. R. Brent Ritchie*
3. *"Tourism Management: An Introduction" by Clare Inkson and Lynn Minnaert*
4. *"Sustainable Tourism: Theory and Practice" by David Weaver and Laura Lawton*

Course Title: Fundamentals of Hospitality Management	L	T	P	Cr.
Course Code: BAP304	2	0	0	2

Total Hours: 30

Learning Outcomes

After completion of this course, the learner will be able to:

- Comprehend, synthesize and evaluate elements of professional service management.
- Experience a "real life" experience in the hospitality industry.
- Demonstrate the skills and behaviors required during customer involvement to analyze, judge and act in ways that contribute to customer satisfaction.

Course Content

Unit I **6 Hours**

Introduction to Hospitality Management Overview of the hospitality industry: Definition, scope, and key components, The role of hospitality in airport and aviation management: Impact on passenger experience, Types of hospitality services: Accommodation, food and beverage, travel, and leisure , Key industry trends and challenges: Globalization, sustainability, and technological advancements, Career opportunities in hospitality management within the aviation sector.

Unit II **6 Hours**

Customer Service and Guest Relations: Principles of excellent customer service: Importance and impact on guest satisfaction,Effective communication skills: Verbal, non-verbal, and written communication, Handling guest complaints and feedback: Techniques for resolving issues and improving service, Building and maintaining positive guest relations: Personalization and loyalty programs

Unit III **8 Hours**

Operational Management in Hospitality: Overview of operational management: Planning, organizing, and controlling hospitality services, Key operational areas: Front desk operations, housekeeping, and food and beverage management, Managing hospitality staff: Recruitment, training, and performance evaluation,Health and safety standards: Ensuring compliance with hygiene and safety regulations, Technology in hospitality operations: Reservation systems, property management systems, and customer relationship management (CRM) tools

Unit IV **10 Hour**

Marketing and Sales in Hospitality: Fundamentals of hospitality marketing: Market research, segmentation, and targeting, Sales techniques and strategies: Upselling, cross-selling, and revenue management, Role of social media and online reviews in marketing: Managing online presence andreputation

Sustainability and Ethics in Hospitality: Introduction to sustainability in hospitality: Importance and benefits, Implementing sustainable practices: Waste management, energy conservation, and eco- friendly initiatives, Ethical considerations in hospitality: Fair labor practices, diversity and inclusion, and community engagement

Transaction Mode

Seminar, Cooperative learning, Collaborative Teaching, Quiz, Open talk, Inquiry based learning, Group discussion, Active participation

Suggested Readings

- *Andrew, S., Tourism and Hospitality Industry, Tata McGraw-Hill, New Delhi-2009*
- *Rodaysumetra, Tourism Operation Management, Oxford University Press, New Delhi, Latest Edition.*
- *Bagri, S.C., Introduction to Hospitality Industry, IHC, Aman Pub. Delhi, 2008.*

Course Title: Seminar on Business Writing Skills	L	T	P	Cr.
Course Code: BAP305	0	0	2	1

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the principles and importance of effective business writing in professional contexts.
2. Apply techniques for clarity, conciseness, coherence, and professionalism in business writing.
3. Create well-structured and organized reports that present data and findings in a clear and persuasive manner.
4. Develop a professional and appropriate tone and style for different types of business communications, such as emails, memos, reports, and proposals.

Course Content

Business Writing, Principles of Clear and Concise Writing, Planning and Drafting Business Documents, Writing Professional Emails and Memos, Writing Reports and Proposals, Adapting Writing Style for Different Audiences, Grammar, Punctuation, and Mechanics in Business Writing, Feedback and Revision, Effective Business Presentations

Transaction Mode

Cooperative learning, Inquiry based learning, Group discussion, Active participation, Mentor Mentee, Quiz, Open talk, Panel Discussions

Course Title: Basic Ramp Safety	L	T	P	Cr.
Course Code: BAP306	3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Identify key safety regulations, including those from the FAA, OSHA, and ICAO.
2. Understand and explain the procedures to follow in case of emergencies, including fire, accidents, and hazardous material spills.
3. Demonstrate knowledge of required PPE and its proper usage.
4. Identify safe operating procedures for ground vehicles and equipment used on the ramp.

Course Content

UNIT I   11 Hours
Introduction to Ramp Safety: Overview of ramp operations, Importance of safety in aviation,
Regulatory Framework: FAA and OSHA regulations, International safety standards (ICAO)

UNIT II   12 Hours
Hazard Identification: Common ramp hazards (vehicles, equipment, weather), Risk assessment strategies
Emergency Response: Emergency procedures for various incidents, Role-playing scenarios

UNIT III   10 Hours
Personal Protective Equipment (PPE): Types of PPE used on the ramp, Proper usage and maintenance
Communication on the Ramp: Effective communication techniques, Use of hand signals and radios

UNIT IV   12 Hours
Vehicle and Equipment Safety: Safe operation of ground support equipment, Maintenance checks and safety protocols, Traffic rules at the ramp, Accident and incident reporting, Fire and first aid
Teamwork and Coordination: Importance of collaboration among ramp personnel, Case studies and group activities

Transaction Mode
Problem solving learning, Case Analysis, Cooperative Teaching, Inquiry based learning, Visualization, Group discussion, Active participation

Suggested Readings:

1. *"Aviation Safety: A Balanced Industry Approach" by David H. Johnson*
2. *"Safety Management Systems in Aviation" by Dr. Brian P. E. Burchill*
3. *"Ground Handling Safety" by Robert J. Smith*
4. *"Aircraft Ground Handling: A Practical Guide" by Peter G. Winter*

Course Title: Crew Resource Management	L	T	P	Cr.
Course Code: BAP307	3	0	0	3

Total Hours: 45

Course Learning Outcomes:

After completion of this course, the learner will be able to:

1. Understanding the skills for effective revalidation and implementation through training
2. Enabling the standards and requirements for crew professionalism.
3. Analysing the depth of knowledge requirement in every crew designation, the business environment, and through effective communication skills.
4. Understanding and implementing CRM skills in different levels and versions

Course Content

UNIT I   **11 Hours**

Introduction – CRM defined – Cognitive Skills – Interpersonal Skills – Factors Affecting Individual Performance – CRM Training – Behavioral Markers – Conclusion

UNIT II   **11 Hours**

Requirements – CRM Standards – Objectives of CRM Training – CRM Training Methods & Syllabus Basic Theory – Error Management – Initial Training & Objectives – Practical Notes – Suggested Training materials – Case Studies

UNIT III   **10 Hours**

CRM for Cabin Crew – Flight Deck Crew – Scheme of Charges – Instructor Requirements – Accreditation – Revalidation Criteria – Record Keeping

UNIT IV   **13 Hours**

Facilitation Skills – Continuous development – Crew co – ordination – Crew Teams – Crew Communication – Crew Leadership – Crew Performance Assessment

Transaction Mode

Problem solving learning, Case Analysis, Cooperative Teaching, Inquiry based learning, Visualization, Group discussion, Active participation

Suggested Readings:

1. "*Crew Resource Management*" *by Barbara Holder and Robert W. Kearns*
2. *"Managing Human Behavior in Public and Nonprofit Organizations" by Robert B. Denhardt, Janet V. Denhardt, and Tara A. Blanc*
3. *"Human Factors in Aviation" by Eduardo Salas, Florian Jentsch, and Michael A. R. O'Donnell*
4. *"Crew Resource Management: A Practical Guide" by Robert K. McNair*

Course Title: Air Cargo Security Awareness	L	T	P	Cr.
Course Code: BAP308	3	0	0	03

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify and explain key international and national security regulations applicable to air cargo.
2. Recognize various security threats and vulnerabilities associated with air cargo operations.
3. Conduct basic risk assessments to identify potential security weaknesses in cargo handling processes.
4. Understand the technologies used in security checks.
5. Apply best practices for securing cargo throughout the transport process, from loading to unloading.

Course Content

UNIT I   **10 Hours**
Introduction to Air Cargo Security: Overview of air cargo operations, Importance of security in air transport
Regulatory Framework: Overview of international regulations (ICAO, IATA), National regulations and compliance (e.g., TSA in the U.S.)

UNIT II   **11 Hours**
Identifying Security Threats: Types of threats to air cargo (smuggling, terrorism), Case studies of security breaches.
Risk Assessment and Management: Basics of risk assessment in air cargo, Identifying vulnerabilities in the supply chain

UNIT III   **11 Hours**
Screening and Security Technologies: Overview of screening processes for cargo Technologies used for cargo security (X-ray, sniffer dogs).
Incident Reporting Procedures: Importance of reporting and documenting security incidents, Procedures for reporting suspicious activities

UNIT IV   **13 Hours**
Best Practices for Cargo Security: Strategies for securing cargo during transport Roles of personnel in cargo security
Emergency Response Protocols: Procedures for responding to security breaches Coordination with law enforcement and security agencies

Transaction Mode
Problem solving learning, Case Analysis, Cooperative Teaching, Inquiry based learning, Visualization, Group discussion, Active participation

Suggested Readings:
1. *"Air Cargo Security: A Comprehensive Guide" by Robert J. M. Johnson*
2. *"Aviation Security: A Comprehensive Approach" by James S. P. Smith*
3. *"Cargo Security: A Practical Guide" by Greg K. Davy*
4. *"Managing Airport Security" by Paul A. Keller*
5. *"The Air Cargo Management Handbook" by Michael J. Burk*

Course Title: Flight Operations	L	T	P	Cr.
Course Code: BAP309	3	0	0	03

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Grasp the key principles and processes involved in flight operations, including pre-flight planning, flight execution, and post-flight procedures.
2. Gain a comprehensive understanding of the various systems in aircraft, such as avionics, propulsion, and flight control systems.
3. Learn how to create and analyze flight plans.
4. Understand the importance of safety protocols and risk management strategies in flight operations to ensure safe and efficient flights.
5. Develop skills in crew resource management, emphasizing teamwork, communication, and decision-making in the cockpit.

Course Content

UNIT I   **11 Hours**

Introduction to Flight Operations: Overview of flight operations: Definition, scope, and importance in aviation, Key components of flight operations: Aircraft, crew, ground services, and air traffic control, The role of flight operations in airline management: Operational efficiency, safety, and customer service, Organizational structure of flight operations: Departments and their functions (e.g., dispatch, scheduling, operations control)

Unit – II   **11 Hours**

Aircraft Dispatch and Flight Planning: The role of the aircraft dispatcher: Responsibilities and required qualifications, Flight planning basics: Route planning, fuel calculation, and alternate airports, Weather considerations in flight operations: Analyzing meteorological data and its impact on flight safety, Aircraft performance and limitations: Understanding weight and balance, takeoff, and landing performance

Unit III   **13 hours**

Air Traffic Control and Communication: The role of Air Traffic Control (ATC) in flight operations: Ensuring safe and efficient air traffic flow, ATC communication procedures: Standard phraseology, communication protocols, and emergency procedures, Navigation aids and systems: VOR, ILS, GPS, and radar systems, Airspace structure and classification: Controlled, uncontrolled, and special use airspace, Coordination between flight operations and ATC: Managing delays, diversions, and in-flight emergencies

Unit IV   **10 hours**
Safety and Compliance in Flight Operations: Importance of safety in flight operations: Safety management systems (SMS) and risk assessment, Regulatory compliance in flight operations: Adherence to aviation laws and regulations, Emergency response planning: Handling in-flight emergencies, diversions, and accidents.

Transactional Mode: Group discussion, Active participation, Cooperative Teaching, Case based Teaching, Case Analysis, Quiz, Open talk, Question, One minute

Suggested Readings
1. *"Flight Operations: An Introduction" by Michael R. S. Smith*
2. *"Aeronautical Decision Making" by Barbara Holder*
3. *"Fundamentals of Flight" by John D. Anderson Jr.*
4. *"Pilot's Handbook of Aeronautical Knowledge" by FAA*

Semester 4th

Course Title: Global Human Resource Management	L	T	P	Cr.
Course Code: BAP401	4	0	0	04

Total Hours: 60

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Analyze the HR implications of organizational strategies.
2. Apply the various terms used to define strategy & its process utilize HR strategies in Indian & global perspective.
3. Evaluate and get familiar with international HR.
4. Acquire positive attitude and skills that create productive managerial leaders.

Course Contents
Unit-I   15 hours
Global Business-Growth and Evolution, Environmental variables in global business, Human and cultural variables in Global organizations, Cross Cultural differences and managerial implications. Cross Cultural research methodologies and Hofstede's Hermes Study, Structural evolution of global organizations.

Unit-II   15 hours
Recruitment, Selection and Training practices in various countries Indian and US legal aspects involved when deploying an employee on an International Assignment, Performance Management of International Assignees, third and host country employees, issues and challenges in international performance management, country specific performance management practices.

Unit-III   15 hours
Cultural communication and negotiation; Cross Cultural leadership and decision making, Sources of cross culture HR. Human Resources Management in global organizations: Ethics in international business, Western and Eastern management thoughts in the Indian context.

Unit-IV   15 hours
Compensation: Objectives of International compensation, Key components of an international compensation program. Expatriation and Repatriation, Convergence or divergence in personnel management in developed and developing economies
Transactional Mode: Group discussion, Active participation, Cooperative Teaching, Case based Teaching, Case Analysis, Quiz, Open talk, Question, One minute

Suggested Readings

- *Sparrow, P., Brewster, C., & Harris, H. (2020). Globalizing human resource management. Routledge.*
- *Briscoe, D., Schuler, R., & Tarique, I. (2019). International human resource management: Policies and practices for multinational enterprises. Routledge.*
- *Rao, P. L. (2018). International human resource management: Text and cases. Excel Books India.*
- *Harzing, A. W., & Pinnington, A. (Eds.). (2017). International human resource management. Sage.*

Course Title: Flight Operation Manual	L	T	P	Cr.
Course Code: BAP402	4	0	0	04

Total Hours: 60

Course Learning Outcomes

After completion of this course, the learner will be able to:

1. Grasp the purpose and significance of the Flight Operation Manual (FOM) in ensuring safe and efficient flight operations.
2. Gain insights into the specific aircraft systems and procedures outlined in the FOM, including performance data and limitations.
3. Understand how the FOM adheres to regulations set by aviation authorities and the importance of compliance.
4. Learn the standard operating procedures detailed in the FOM, including pre-flight, in-flight, and post-flight operations.

Course Content

UNIT I   14 Hours

Introduction to Flight Operations Purpose and Importance: Understanding the critical role of the Flight Operation Manual (FOM) in ensuring safety and efficiency in flight operations. Regulatory Framework: Overview of regulatory bodies such as ICAO, FAA, and EASA, and their influence on FOM standards. Components of FOM: Key sections and documents included in the FOM, including policies, procedures, and operational guidelines. Manual Organization: Structure and format of the FOM, including standard practices for documentation and updating.

UNIT II   15 Hours

Operational Procedures and Policies: Pre-flight Procedures: Detailed protocols for pre-flight checks, including aircraft inspection, weight and balance calculations, and crew briefings. In-flight Procedures: Guidelines for normal, abnormal, and emergency operations during flight. Post-flight Procedures: Procedures for post-flight checks, maintenance reporting, and handling of post-flight issues. Operational Limitations: Understanding and adhering to operational limitations as specified in the FOM. Crew Responsibilities: Roles and responsibilities of the flight crew, including communication and coordination protocols.

UNIT III   15 Hours

Emergency and Safety Procedures: Emergency Response: Detailed procedures for various emergency situations such as fire, decompression, and system failures. Safety Management Systems (SMS): Integration of SMS principles into the FOM, including risk assessment and mitigation strategies.

Incident Reporting: Procedures for reporting and documenting incidents and accidents, and follow-up actions. Emergency Equipment: Overview of emergency equipment and its usage, including life vests, oxygen masks, and emergency slides.

UNIT IV   **16 Hours**
Maintenance and Inspection Procedures: Routine Maintenance: Guidelines for regular maintenance checks and procedures to ensure aircraft safety and reliability. Inspection Procedures: Protocols for routine and non-routine inspections, including pre- flight, post-flight, and periodic inspections. Maintenance Documentation: Requirements for documenting maintenance activities and compliance with regulatory standards. Defect Reporting and Resolution: Procedures for reporting aircraft defects and ensuring timely resolution.

Transaction Mode
Cooperative learning, Inquiry based learning, Group discussion, Active participation, Mentor Mentee, Quiz, Open talk, Panel Discussions

Suggested Readings
1. *"Aircraft Flight Manual" by The Federal Aviation Administration (FAA)*
2. *"Introduction to Flight Operations" by Peter J. Swatton*
3. *"Airline Operations and Management" by Michael D. Smith*
4. *"Safety Management Systems in Aviation" by Alan J. Stolzer and Carl D. Halford*

Course Title: Training and Development for Managerial Effectiveness	L	T	P	Cr.
Course Code: BAP403	3	0	0	03

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Analyze the benefits of training to work in the corporate world.
2. Evaluate and describe learning styles.
3. Explain the various activities and tasks associated with work specialization
4. Evaluate and apply the technicalities related to training contexts

Course Content

UNIT I 12 Hours
Training – concept, and rationale; Training process. Training needs assessment – organizational analysis, operational analysis, person analysis; competency mapping. Training Methods.

UNIT II 11 Hours
Designing the training program: process of learning in training program – attributes and factors influencing; learning process; learning styles; training climate and pedagogy; developing training modules

UNIT III 10 Hours
Training aids. Training methods and techniques – role playing, business games, in basket exercises, laboratory training; incidents and cases; seminars, syndicates and group discussion; lecture, programmed instructions; Inspirational techniques – brainstorming, mind mapping, creative problem solving

UNIT IV 12 Hours
Emerging trends in training and development; new perspectives on training – cross cultural training, e-learning, and knowledge management.

Transaction Mode
Cooperative learning, Inquiry based learning, Group discussion, Active participation, Mentor Mentee, Quiz, Open talk, Panel Discussions

Suggested Readings
- *Agochiya, D. (2019). Every trainer's handbook. Sage Publications India.*
- *Sahu, R. K. (2019). Training for development. Excel Books India.*
- *Goldstein. (2017). Training in Organization. Thomson Learning, Bombay*
- *Rao, P. L. (2021). Enriching human capital through training and development. Excel Books India*

Course Title: Advertisement and Promotional Tactics	L	T	P	Cr.
Course Code: BAP404	3	1	0	04

Total Hours: 60

Course Learning Outcomes

After completion of this course, the learner will be able to:

1. Analyze the relevant research in advertising and marketing communication.
2. Design effective visual communication for various advertising approaches that combine the use of print, online/digital, and other multimedia communication.
3. Develop advertising media buying and planning strategies.
4. Create and defend the strategy and execution of an ad campaign for a client(s).

Course Content

UNIT I   **14 Hours**

Advertising: Concept Objectives, Budget; DAGMAR; AIDA; Advertising Media: Classification; Internet Advertising; Advertising Appeals; Role and Impact of Advertising on the Indian Economy.

UNIT II   **16 Hours**

Advertising and Indian Art & Culture: Ads and Indian Society; Misleading and Deceptive ads. Advertising: Marketing communication models, Advertising copy.

UNIT III   **17 Hours**

Advertising its place in marketing – different kinds of advertising: Advertising art & layout. Advertising effectiveness: Brand strategy & campaign planning: TV & radio commercials: Creative copy strategies: Media planning & scheduling.

UNIT IV   **13 Hours**

Measurement: Measuring Effectiveness, Deceptive advertising. Advertising Ethics and Unethical Practices, Role of Ad Agencies, Legal framework of Advertising

Transaction Mode

Cooperative learning, Collaborative Teaching, Quiz, Open talk, Inquiry based learning, Group discussion, Active participation

Suggested Readings

- *Rossiter, J. R., & Percy, L. (1987). Advertising and promotion management. McGraw-Hill Book Company.*
- *Kazmi, S. H. H., & Batra, S. K. (2009). Advertising and sales Promotion. Excel Books India.*
- *Hoyt, C. W. (1929). Scientific sales management today. A&C Black.*
- *Chunawalla, S. A. (2021). Sales Management. Himalaya Publishing House Pvt. Ltd.*
- *Tyagi, C. L., & Kumar, A. (2004). Advertising management. Atlantic Publishers & Dist.*

Course Title: Business Sustainability & Growth	L	T	P	Cr.
Course Code: BAP405	3	0	0	03

Total Hours: 45

Course Learning Outcomes On the completion of the course, the students will be able to
1. Understand the concept of business sustainability and its significance in achieving long-term growth.
2. Analyze and assess the environmental, social, and economic dimensions of sustainability and their implications for business operations.
3. Apply sustainable principles and innovative approaches to develop business solutions that promote sustainability and growth.
4. Evaluate the sustainable performance of organizations using appropriate metrics and tools.

Course Content

UNIT I 10 Hours
Business Sustainability: importance, Triple bottom line: environmental, social, and economic dimensions' Sustainable development goals. Environmental Sustainability: Climate change and its impact on business, Energy efficiency, and renewable energy, Waste management and recycling, Sustainable supply chain management.

UNIT II 11 Hours
Social Sustainability: Corporate social responsibility, Stakeholder engagement, and management, Diversity and inclusion in the workplace, Ethical considerations in business. Economic Sustainability: Sustainable business models, Sustainable finance, and investment, Circular economy, Sustainable entrepreneurship.

UNIT III 12 Hours
Sustainable Marketing and Communication: Green marketing and consumer behavior, Sustainable branding and storytelling, Communication strategies for sustainability. Innovation for Sustainability: Sustainable product and service innovation, Design thinking and sustainable innovation, Technology and digitalization for sustainability

UNIT IV 12 Hours
Measuring Sustainable Performance: Key performance indicators for sustainability, Sustainability reporting and transparency, Impact assessment and life cycle analysis, Certification, and standards for

sustainability.

Case Studies and Best Practices: Analysis of real-world examples of sustainable businesses, Lessons learned, and best practices in business sustainability.

Transaction Mode

Case Analysis, Dialogue, Panel Discussions, Group Discussions, Brainstorming, Roleplay Demonstration, Project-based learning, Team Teaching.

Suggested Readings

- *Elkington, J. The triple bottom line: How today's best-run companies are achieving economic, social, and environmental success - and how you can too. Routledge.*
- *Epstein, M. J., & Buhovac, A. R. Making sustainability work: best practices in managing and measuring corporate social, environmental, and economic impacts. Berrett-Koehler Publishers.*
- *Hart, S. L. Sustainable Value: How the world's leading companies are doing well by doing good. Stanford University Press.*
- *Schaltegger, S., & Wagner, M. Sustainable entrepreneurship and innovation. Routledge.*
- *Smith, B., & Colander, D. C. A better planet: 40 big ideas for a sustainable future. Yale University Press.*

Course Title:	Passenger Behaviour	L	T	P	Cr.
Course Code:	BAP406	3	0	0	03

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Analyze the stages of consumer decision-making in travel, from planning to post-trip evaluation.
2. Recognize how cultural backgrounds and social norms impact passenger behavior and travel preferences.
3. Understand passengers' expectations regarding service quality, interaction, and overall travel experience.
4. Explore the role of technology in shaping passenger behavior, including online booking, mobile apps, and social media influence.
5. Identify current trends in passenger behavior, including preferences for sustainable travel, experiences, and personalization.

Course Content

UNIT I   11 Hours

Introduction to Passenger Behaviour: Concept of Passenger Behaviour: Understanding the basics of passenger behaviour in the context of air travel.Factors Influencing Passenger Behaviour: Examining psychological, social, and environmental factors that impact passenger actions and decisions.Types of Passengers: Differentiating between leisure travellers, business travellers, frequent flyers, and first-time passengers.Cultural Impact: Influence of cultural differences on passenger expectations and behaviour.Passenger Segmentation: Techniques for segmenting passengers based on demographics, travel purpose, and preferences. Passenger Journey Mapping: Understanding the passenger experience from booking to post-flight.

UNIT II   12 Hours

Psychological Aspects of Passenger Behaviour Cognitive Processes: Role of perception, attention, and memory in passenger decision- making. Emotions in Travel: Managing emotions such as anxiety, excitement, and stress during air travel. Passenger Expectations: Understanding how expectations shape the passenger experience. Decision-Making Process: Analysing how passengers make decisions, including the influence of branding and pricing. Behavioural Economics: Application of behavioural economics in understanding and predicting passenger behaviour. Passenger Feedback: Importance of feedback in shaping future passenger experiences.

UNIT III   **12 Hours**
Managing Passenger Interactions: Communication with Passengers: Effective verbal and non-verbal communication strategies with passengers. Handling Complaints: Techniques for resolving passenger complaints and ensuring satisfaction. Crisis Management: Managing passenger behaviour during emergencies or disruptions. Passenger Assistance: Special considerations for passengers with disabilities, the elderly, and unaccompanied minors. Cultural Sensitivity: Strategies for interacting with passengers from diverse cultural backgrounds. Influence of Technology: Impact of digital tools and social media on passenger interactions.

UNIT IV   **10 Hours**
Impact of Airport and In-Flight Environment: Airport Experience: Role of airport facilities, signage, and staff in shaping passenger behaviour. In-Flight Experience: What in-flight services, seating arrangements, and cabin environment influence passenger comfort and behaviour. Security Procedures: Understanding passenger reactions to security measures and procedures. Health and Safety Concerns: Addressing passenger concerns related to health, safety, and hygiene during travel. Service Quality: Role of service quality in influencing passenger satisfaction and loyalty. Passenger Behaviour Analytics: Using data analytics to monitor and improve passenger experiences.

Transaction Mode
Cooperative learning, Inquiry based learning, Panel Discussions, Group Discussions, Brain storming, Active participation, Mentee Meter, Quiz, Open talk, Question

Suggested Readings
- *"Consumer Behavior in Travel and Tourism" by Mukerji and Lim*
- *"The Psychology of Travel: Understanding the Passenger Experience" by John A. and Melissa H. Brown*
- *"Tourism and Hospitality Marketing: A Global Perspective" by Hussnain and Kahn*
- *"Passenger Experience Management: A Guide to Creating Delightful Journeys" by A. Y. F. Wong*

Course Title:	Air Regulation	L	T	P	Cr.
Course Code:	BAP407	3	0	0	03

Total Hours: 45

Learning Outcomes After completion of this course, the learner will be able to:

1. Gain a comprehensive understanding of the regulatory framework governing civil aviation, including international, national, and local regulations.
2. Learn about key regulatory authorities such as the International Civil Aviation Organization (ICAO), Federal Aviation Administration (FAA), and European Union Aviation Safety Agency (EASA), and their roles in aviation oversight.
3. Understand safety and security regulations that govern aircraft operations, airport management, and air traffic control.
4. Familiarize with air traffic control procedures and regulations to ensure safe and efficient airspace usage.
5. Understand regulations related to environmental protection.
6. Learn the processes involved in ensuring compliance with aviation regulations and the consequences of violations.

Course Content

UNIT I   **10 Hours**

Introduction to Air Law and Regulations Historical Development of Air Law: Overview of the Chicago Convention, Warsaw Convention, and their significance in global aviation. International Civil Aviation Organization (ICAO): Structure, functions, and its role in setting international aviation standards. Annexes of ICAO: Detailed study of the 19 Annexes, focusing on the most critical ones related to safety, security, and airworthiness. International Air Transport Association (IATA): Role, regulations, and its contribution to global air transport. Freedoms of the Air: Explanation of the five freedoms and their implications in international aviation.

UNIT II   **11 Hours**

Regulatory Bodies and Their Roles Directorate General of Civil Aviation (DGCA): Structure, functions, and role in regulating civil aviation in India. Federal Aviation Administration (FAA): Overview of its regulatory framework in the United States and its global influence. European Aviation Safety Agency (EASA): Role in the European Union and its contributions to aviation safety. Airport Authority of India (AAI): Responsibilities and regulatory functions in managing Indian airports. Bilateral and Multilateral Agreements: Study of air service agreements, including Open Skies agreements and their impact on international routes.

UNIT III   **11 Hours**

Aviation Safety and Security Regulations Safety Management Systems (SMS):

Key components, implementation, and its importance in aviation operations.Security Regulations: Overview of ICAO Annex 17 on aviation security and measures to prevent unlawful interference.Airworthiness Standards: Detailed study of airworthiness certification, maintenance requirements, and the role of regulatory authorities.Accident Investigation Procedures: The role of regulatory bodies in investigating accidents, including ICAO Annex 13.Occupational Health and Safety in Aviation: Regulations related to the safety of aviation personnel and passengers.

UNIT IV   **13 Hours**

Environmental Regulations and Airspace Management Environmental Impact of Aviation: Study of ICAO Annex 16 and regulations on aircraft noise and emissions.Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA): Objectives, implementation, and impact on the aviation industry.

Legal Aspects and Compliance in Aviation Aviation Liability: Overview of passenger, baggage, and cargo liability under the Montreal Convention. Consumer Protection Laws: Study of rights and obligations of passengers, including denied boarding, flight delays, and cancellations. Compliance and Penalties: Understanding the consequences of non-compliance with aviation regulations, including fines, suspension, and license revocation.

Transaction Mode
Cooperative learning, Inquiry based learning, Panel Discussions, Group Discussions, Brain storming, Active participation, Mentee Meter, Quiz, Open talk, Question

Suggested Readings
1. *"Aviation Law: Cases, Laws, and Related Sources" by Paul B. Larsen*
2. *"Air Transportation: A Management Perspective" by John G. Wensveen*
3. *"The Regulation of Air Transport" by Robert A. Wood*

Course Title: Managing Tours and Operations	L	T	P	Cr.
Course Code: BAP408	3	0	0	03

Total Hours: 45

Course Learning Outcomes

After completion of this course, the learner will be able to:

1. Understand the key concepts and practices involved in managing tours, including planning, execution, and evaluation.
2. Develop skills in coordinating various aspects of tour operations, including transportation, accommodation, and activities.
3. Understand the importance of providing exceptional customer service and handling passenger inquiries and complaints effectively.
4. Recognize the significance of cultural sensitivity and awareness in managing tours in diverse destinations.
5. Learn how to create and manage budgets for tours, including pricing strategies and cost control measures.

Course Contents

Unit-I   **10 Hours**

Introduction to Tourism and Travel Operations Overview of Tourism Industry: Definition, types, and significance of tourism. The role of travel agencies and tour operators in the industry. Tourism Product and Services: Understanding the tourism product, types of services offered, and the role of service providers. Tourism Demand and Supply: Factors affecting tourism demand and supply. Understanding the market trends and customer behaviour. Tourist Motivation and Typologies: Factors motivating tourists, tourist typologies, and travel patterns. Tourism Planning and Development: Key elements of tourism planning, sustainable tourism development, and destination management. Tourism Policies and Organizations: Role of national and international tourism organizations, tourism policies, and regulatory frameworks

Unit-II   **10 Hours**

Tour Operations Management: Tour Package Design and Development: Steps involved in designing a tour package, types of packages, and pricing strategies. Itinerary Planning and Costing: Principles of itinerary planning, types of itineraries, and cost estimation for tours. Tour Marketing and Promotion: Marketing strategies for tour packages, promotional activities, and the role of digital marketing in tourism. Operations of Inbound and Outbound Tours: Differences between inbound and outbound tour operations, challenges, and management techniques.

Unit-III   **10 Hours**

Customer Relationship Management and Legal Aspects: Customer Relationship Management in Tourism: Importance of CRM in tourism, techniques for maintaining customer relationships, and handling customer complaints. Legal Aspects of Tour Operations: Understanding the legal aspects, contracts, liabilities,

and ethical practices in tour operations.

Unit-IV   **15 Hours**

Airport and Aviation Operations: Airport Operations Management: Overview of airport operations, ground handling, and passenger services. Airline Operations Management: Airline scheduling, route planning, and managing flight operations. Coordination between Tour Operators and Airlines: Role of tour operators in managing group travel, coordination with airlines, and handling travel disruptions.

Transactional Mode: Group discussion, Active participation, Cooperative Teaching, Case based Teaching, Case Analysis, Quiz, Open talk, Question, One minute

Suggested Readings
1. *"Tourism Management" by Clare Inkson and Lynn Minnaert*
2. *"The Business of Travel Agency Management" by John A.*
3. *"Sustainable Tourism: Theory and Practice" by David Weaver and Laura Lawton*
4. *"The Tour Guide: A New Career in Tourism" by James J. O'Leary*

Course Title: ATC (Air Traffic Control)	L	T	P	Cr.
Course Code: BAP409	3	0	0	03

Total Hours: 45

Course Learning Outcomes

After completion of this course, the learner will be able to:

1. Understand the basic principles and functions of air traffic control, including the role of ATC in aviation safety.
2. Familiarize with the organization of airspace, including controlled and uncontrolled airspace, and the classification of airspace regions.
3. Learn the standard communication procedures and phraseology used in ATC to ensure clear and effective communication with pilots.
4. Understand the differences between radar and non-radar operations, including the use of radar technology in tracking aircraft.
5. Familiarize with safety protocols and emergency procedures, including how to respond to in-flight emergencies and aircraft incidents.

Course Contents

Unit-I   **12 Hours**

Introduction to Air Traffic Control (ATC): Overview of Air Traffic Control: Introduction to the history and evolution of ATC, roles and responsibilities of an air traffic controller, and the importance of ATC in aviation safety. Airspace Classification: Detailed study of different classes of airspace (Class A, B, C, D, E, and G), including controlled and uncontrolled airspaces, and the specific rules governing each. ATC Facilities: Examination of various ATC facilities including control towers, area control centres (ACCs), and approach control services. Communication Procedures: Overview of standard ATC communication protocols, phraseology, and the importance of clear communication in air traffic management. Introduction to ATC Tools and Equipment: Introduction to radar systems, flight data processing systems, and other technological tools used in ATC

Unit-II   **12 Hours**

Air Traffic Management (ATM): Air Traffic Flow Management (ATFM): Study of the principles and processes involved in managing the flow of air traffic to ensure safe and efficient operations. Coordination and Communication: Importance of coordination between various ATC units and other aviation stakeholders (airlines, pilots, airport authorities).Air Traffic Control Services: In-depth study of the services provided by ATC, including separation services, sequencing, and vectoring. Air Traffic Control Procedures: Examination of standard ATC procedures including clearances, instructions, and advisories. Conflict Detection and Resolution: Techniques used by ATC to detect potential conflicts between aircraft and how they are resolved.

Unit-III   **11 Hours**
Radar and Non-Radar Procedures: Radar-Based ATC: Understanding radar technology, radar coverage, and limitations, as well as how radar is used in en-route, approach, and terminal air traffic control. Non-Radar Procedures: Study of non-radar (procedural) control methods, including the use of time and distance-based separation. Transition from Radar to Non-Radar: Procedures for transitioning between radar and non-radar environments, including procedural control during radar outages. Traffic Separation Standards: Detailed study of horizontal, vertical, and longitudinal separation standards used in both radar and non-radar environments.

Unit-IV   **10 Hours**
ATC Emergency and Contingency Procedures: Emergency Situations: Types of emergencies (e.g., in-flight emergencies, hijacking, communication failure), and the role of ATC in managing these situations. Contingency Procedures: Detailed study of contingency procedures for various scenarios including equipment failure, weather disruptions, and airspace restrictions. Search and Rescue Operations: Role of ATC in search and rescue (SAR) operations, including coordination with rescue teams and emergency services. Crisis Management in ATC: Techniques for crisis management, decision-making under pressure, and maintaining safety during emergencies

Transactional Mode: Group discussion, Active participation, Cooperative Teaching, Case based Teaching, Case Analysis, Quiz, Open talk, Question, One minute

Suggested Readings
- *"Air Traffic Control: A Technical Manual" by David A. K. Morrison*
- *"Air Traffic Control: A Guide for Air Traffic Controllers" by Michael G. C. D. B.*
- *"The Art of the Air Traffic Controller" by T. J. Murphy*
- *"Introduction to Air Traffic Control" by John J. A. V.*

Semester- 5ᵗʰ

Course Title: Airport Strategic Planning	L	T	P	Cr.
Course Code: BAP501	4	0	0	04

Total Hours: 60

Course Learning Outcomes

After completion of this course, the learner will be able to:
1. Understand the key concepts of airport strategic planning, including its importance in the aviation industry and the role of various stakeholders.
2. Develop skills in engaging and managing relationships with stakeholders, including airlines, government agencies, and the community.
3. Learn to create financial plans and budgets for airport projects, including funding sources and cost-benefit analysis.
4. Understand the principles of crisis management and risk assessment in the context of airport operations and strategic planning.

Course Content

Unit-I   **15 Hours**

Introduction to Airport Strategic Planning: Overview of the strategic planning process in airports and its significance in shaping long- term goals and operational efficiency. Importance of strategic planning for optimizing airport operations, enhancing passenger experience, and ensuring sustainable development. Historical context of airport planning, including key milestones and the evolution of planning practices. Components of a strategic plan, including vision statements, mission objectives, and performance metrics. Role of strategic planning in integrating various elements such as infrastructure development, operational management, and customer service.

Unit-II   **15 Hours**

Strategic Planning Process in Airports: Detailed stages of strategic planning, from initial vision formulation to final implementation and review. Techniques for environmental scanning, including conducting SWOT (Strengths, Weaknesses, Opportunities, Threats) and PESTEL (Political, Economic, Social, Technological, Environmental, Legal) analyses to assess external and internal factors affecting the airport. Methods for setting strategic goals and objectives that align with the airport's vision and mission. Development of strategic alternatives based on environmental analysis, including the evaluation of different scenarios and potential impacts. Formulation of strategies, including creating actionable plans, allocating resources, and establishing timelines for implementation.

Unit-III   **15 Hours**

Market Analysis and Forecasting: Understanding factors that drive airport demand, including passenger traffic trends, economic conditions, and industry

developments. Market segmentation and analysis to identify target customer groups, their needs, and behaviour patterns. Forecasting techniques for predicting future air traffic and passenger demand, using statistical models, simulations, and expert judgments. Impact assessment of economic, social, and technological trends on airport operations and planning.

Unit-IV 15 Hours

Financial Planning and Investment Analysis: Budgeting practices for airport projects, including the development of detailed cost estimates and financial projections. Techniques for cost-benefit analysis to evaluate the financial feasibility and potential returns of investment projects. Exploration of funding sources for airport developments, including public financing, private investments, and public-private partnerships. Risk management strategies to address financial uncertainties and mitigate potential risks

Transactional Mode: Group discussion, Active participation, Cooperative Teaching, Case based Teaching, Case Analysis, Quiz, Open talk, Question, One minute

Suggested Readings
1. *"Airport Planning and Management" by Seth Young and Alexander Wells*
2. *"Airports: A Century of Evolution" by Michael S. W.*
3. *"The Airport Business" by Alexander T. Wells and Seth Young*
4. *"Airport Master Planning" by Richard de Neufville and Amedeo Odoni*
5. *"Sustainable Airport Construction: A Guide to Green Building" by David M.*

Course Title: Flight Catering	L	T	P	Cr.
Course Code: BAP502	4	0	0	04

Total Hours: 60

Course Learning Outcomes After completion of this course, the learner will be able to:

1. Understanding the fundamental concepts of flight catering.
2. Learn how to design and develop menus that cater to diverse passenger preferences and dietary considerations.
3. Understand food safety standards and hygiene practices essential for preparing and handling in-flight meals.
4. Familiarize with the logistics involved in sourcing, transporting, and storing food items for flights.
5. Develop skills in managing catering operations, including coordination with airlines, meal preparation, and service delivery.

Course Content

UNIT I   14 Hours

Introduction to Flight Catering: Overview of the Flight Catering Industry: Explore the role and significance of flight catering, its history, and integration with airline operations. Evolution and Trends in Flight Catering: Analyze the evolution from basic meals to gourmet options, current trends, and future directions. Role and Importance of Flight Catering in Aviation: Understand how flight catering impacts passenger satisfaction, airline reputation, and service quality. Types of Flight Catering Services: Differentiate between standard, premium, and special dietary services, and their effects on service delivery. Regulatory and Safety Standards in Flight Catering: Review relevant regulations and safety standards, including hygiene and compliance with aviation authorities.

UNIT II   16 Hours

Menu Planning and Design: Principles of Menu Planning for Airlines: Learn how to create effective airline menus considering passenger demographics and flight specifics. Designing Menus for Different Classes: Tailor menus for economy, business, and first class, balancing luxury with practicality. Nutritional Requirements and Dietary Considerations: Incorporate balanced and dietary-specific options into menus to meet various passenger needs. Seasonal and Regional Influences on Menu Design: Utilize seasonal ingredients and regional cuisine to enhance the dining experience. Cost Control and Budgeting in Menu Planning: Manage costs and budget effectively while designing and implementing airline menus.

UNIT III   16 Hours

Food Preparation and Safety: Food Preparation Techniques for Flight Catering: Learn specialized techniques for preparing meals suited for in-flight service. Food Safety and Hygiene Standards: Ensure adherence to safety and hygiene protocols to maintain high-quality food service. Food Handling and Storage of Food Items: Understand proper methods for food handling and storage to prevent spoilage and contamination. Technology and Equipment in Food Preparation: Explore the use of

technology and equipment designed for efficient food preparation and storage. Quality Control and Waste Management: Implement procedures for quality control and effective waste management in-flight catering operations.

UNIT IV   **14 Hours**
Logistics and In-Flight Service: Coordination Between Catering Providers and Airlines: Manage the logistics of food delivery and service coordination with airlines. Managing Logistics for Food Delivery: Oversee the process of food packaging, transport, and delivery to aircraft. In-Flight Service Procedures and Staff Training: Train staff on in-flight service procedures to ensure smooth and efficient meal service. Packaging and Handling of Food: Focus on packaging techniques and handling practices for maintaining food quality during transport. Dealing with Special Requests and Complaints: Handle special meal requests and address passenger complaints effectively.

Transaction Mode
Cooperative learning, Inquiry based learning, Group discussion, Active participation, Panel Discussions, Mentor Mentee, Quiz, Open talk, Question

Suggested Readings
1. *"In-Flight Catering: The Complete Guide" by Mary Anne L.*
2. *"Food Safety for the Food Industry" by John D. R. and John T.*
3. *"Catering: A Guide to Managing a Successful Business Operation" by Bruce J. and others*
4. *"The Art of the Airline Meal: A Look at In-Flight Catering" by Karen J.*

Course Title:	Aviation Resource Management	L	T	P	Cr.
Course Code:	BAP503	4	0	0	04

Total Hours: 60

Course Learning Outcomes After completion of this course, the learner will be able to:

1 Describe the different elements of the Airport Operational Environment.

2 Learn how to manage the Airports Business.

3 Analyze how to establish, monitor and improve Customer Service Standards.

4 Describe recommended practices to effectively manage day-to-day operations and emergency situations.

Course Content

UNIT I   **16 Hours**

CREW RESOURCES MANAGEMENT The role of crew resources management – The trouble with culture – Creating and implementing human factors' safety culture – human assessment – traditional flight crew and CRM training in general aviation – crew concepts in the air ambulance services.

UNIT II   **16 Hours**

THE AIRCRAFT CABIN: Safety issues in capital – cabin crew communication – service, teamwork and flight safety – flight attendants' job performances and job satisfaction.

FATIGUE AND STRESS: Fatigue management in aviation – Fatigue in air activity – Stress management – the physiological factor

UNIT IV   **14 Hours**

SELECTION AND TRAINING: Job requirements of Airline Pilots – Pilot selection process – Personality test for traffic controllers – training of pilots and crew members – the link between human factors and organizational learning.

UNIT V   **14 Hours**

AVIATION INFORMATION AND MANAGEMENT: Structure of aviation operational information, management of aviation operational information – User innovation in Aviation operational information – Future of Aviation operational information

Transaction Mode

Cooperative learning, Inquiry based learning, Group discussion, Active participation, Panel Discussions, Mentor Mentee, Quiz, Open talk, Question

Suggested Readings

1. Brain McAllister, Crew Resource Management ,Air life

2. Jensen,PilotJudgement& Crew Resource Management ,N A

3. ThomasL Seamster, Aviation Information Management – From Documents Data, Ashgate

4. ThomasLSeamster& Barbara G Kanki ,Aviation Information Management, Ashgate

5. Eduardo Sales, Katherine A Wison ,Crew Resource Management, Ashgate.

Course Title: AIRPORT ACTIVITIES	L	T	P	Cr.
Course Code:BAP504	3	1	0	04

Total Hours: 60

Course Learning Outcomes After completion of this course, the learner will be able to:

1 Equip students with a comprehensive understanding of airport operations, encompassing various aspects from infrastructure and management to security and customer service.

2 Understand regulatory frameworks, and apply optimization methods to solve practical problems.

3 Develop skills in airport planning, safety management, and emergency response.

Course Content

UNIT I   **16 Hours**
History of Aviation- Development of Air transportation in India-Major players in Airline Industry-Swot analysis in Airline Industry-Market potential of Indian Airline Industry—Current challenges in Airline Industry. Airport planning-Operational area and Terminal planning, design, and operation Airport operations-Airport functions-Organization structure of Airline and Airports sectors

UNIT II   **16 Hours**
International trends-Emerging Indian scenario-PPP- Public Private Participation in Indian Airports-Environmental regulations-Private participation in International developments Environment regulations-Regulatory issues-Meteorological services for Aviation-Airport fees, rates, and charges.

UNIT III   **15 Hours**
Airline Terminal Management-Flight Information Counter/Reservation and Ticketing-Check In/Issue of Boarding pass-Customs and Immigration formalities Co-ordination-Security Clearance-Baggage and -Handling of Unaccompanied minors and Disabled Passengers Handling of Stretcher Passengers and Human Remains-Handling of CIP, VIP & VVIP- Coordination of Supporting Agencies /Departments.

UNIT IV   **15 Hours**
Concept of Logistics- Role of Ware Housing-trend in material handling-Global Supply Chain Quality concept and Total Quality Management-improving Logistic performance-Air Cargo Concept- Cargo Handling-Booking of Perishable Cargo and Live Animals- Industry Relation Type of Air Cargo-Air Cargo Tariff, ratios and Charges-Airway Bill, Function, Purpose, Validation.

Transaction Mode
Cooperative learning, Inquiry based learning, Group discussion, Active participation, Panel Discussions, Mentor Mentee, Quiz, Open talk, Question

Suggested Readings

1. GrahamA, "Managing Airport an International Perspective",Butterworth Heinemann, Oxford2001 2. WellsA, "Airport Planning and Management", McGraw-Hill, 2000.

3 DoganisR, "The Airport Business", Routledge London,1992 2. Alexander T Well and Seth Young, "Principles of Airport Management", McGraw Hill 2003

4 P.S.Senguttuvan, "Fundamentals of Airport Transport Management", McGraw Hill 2003

Course Title: Internship in Aviation Industry (4 Weeks)	L	T	P	Cr.
Course Code:BAP505	0	0	0	04

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Gain practical industry experience and apply theoretical knowledge in a real-world setting.
2. Develop professional skills and work ethic through hands-on experience and exposure to professional work environments.
3. Enhance problem-solving and decision-making abilities by tackling real-world challenges and projects.
4. Build a professional network and establish connections with industry professionals for future career opportunities.

Course Content

Student will undergo a summer internship for 4 weeks. This program aims to provide students with practical industrial training opportunities while fostering community linking and social responsibility. Students will engage in hands-on work experiences within the aviation industry. Through reflection and critical analysis, students will develop a deep understanding of how aviation industry operates, its social impact, and relevant ethical considerations.

Transaction Mode
Peer Demonstration, Field Visit, Role Play

Course Title: Managerial Communication	L	T	P	Cr.
Course Code: BAP506	4	0	0	04

Total Hours: 60

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Understand the scope of communication and learn its importance and implication strategies.
2. Recognize and learn the sub-skills of listening and speaking and be able to deliver effectively in the real time contexts.
3. Imbibe the mechanics of writing and construct effective paragraphs which be fit in a longer composition.
4. Use different forms of written communication techniques to make effective internal and external business correspondence.
5. Produce different types of reports with appropriate format, organization and language.

Course Content

UNIT I   **14 Hours**
Communication – Meaning and Significance for Management – Types of Communication – Media – Barriers to Communication – Principles of Effective Communication.

UNIT II   **16 Hours**
Correspondence – Norms for Business Letters – Letter for different kinds of situations – Personalized stand letters, enquiries, customers' complaints, collection letters – Sales promotion letters, Application letters.

UNIT III   **16 Hours**
Non-verbal communication – Personal Appearance Posture – Body Language – Use of Charts, Diagrams & Tables – Visual & Audio-Visual Aids for communication – Dyadic communication: Face to Face Communication – Telephonic Conversation. Listening: Meaning, Importance, Types of listening, Tips for effective listening, Barriers for listening.

UNIT IV   **14 Hours**
Report Writing – Structure of Reports – Long & Short Reports – Formal & Informal Reports – Writing Research Reports, Technical Reports – Norms for including Exhibits & Appendices.

Transaction Mode
Cooperative learning, Inquiry based learning, Group discussion, Active participation, Panel Discussions, Mentor Mentee, Quiz, Open talk, Question

Suggested Readings

- *Business communication – PC Bhatia – Ane books Pvt ltd., - www.anebooks.com.*
- *Business communication, principles and methods and Techniques – Nirmal singh, Deep and Deep publications Pvt Ltd., - www.ddpbooks.com*

Course Title: Entrepreneurship Development	L	T	P	Cr.
Course Code: BAP507	2	0	0	02

Total Hours: 30

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Develop an entrepreneurial mindset and foster creativity and innovation.
2. Analyze and evaluate business opportunities by conducting market research and feasibility analysis.
3. Examine the legal and regulatory requirements for establishing and operating a business.
4. Acquire essential skills in marketing, finance, operations, and leadership for entrepreneurial success.

Course Content

UNIT I   **8 Hours**
Concept and need of entrepreneurship; Characteristics and Types of; Entrepreneurship as a career; as a style of Management; The changing role of the entrepreneur; Entrepreneurial traits, factors affecting entrepreneurs.

UNIT II   **8 Hours**
Influences on entrepreneurship development; entrepreneurial success and failure: reasons and remedies; Women entrepreneurs: Challenges and achievements of women entrepreneurs.

UNIT III   **8 Hours**
The business plan as an entrepreneurial tool; Elements of business planning; Objectives; Market analysis; development of Product/idea; Marketing, Finance, Organization and management.

UNIT IV   **6 Hours**
Role of Central Government and State Government in promoting entrepreneurship with various incentives, subsidies, grants, programs, schemes and challenges. Government initiatives and inclusive entrepreneurial growth.

Transaction Mode
Flipped teaching**,** Demonstration, Case Analysis, Visualization, Group discussion, Active participation, Mentor Mentee
References:
- *Khanka, S. S. (2006). Entrepreneurial development. S. Chand Publishing.*
- *Gordon, E., Natarajan, K., & Arora, A. (2009). Entrepreneurship development. Mumbai, India: Himalaya publishing house.*
- *Hodgett, R. M., & Kuratko, D. F. (2007). Entrepreneurship: theory, process, practice. Language, 33(757p).*

Semester- 6ᵗʰ

Course Title: Banking & Insurance Management	L	T	P	Cr.
Course Code: BAP601	4	0	0	04

Total Hours: 60

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Familiarize students with the modern trends in banking
2. Learn and understand the banking principles and practices
3. Acquire knowledge about the functioning of various types of banks, various types of insurance policies and their significance.

Course Content

UNIT I   **14 Hours**
Introduction to banking: Meaning and definition- characteristics origin and development of banking-Types of bank-Banks and Economic Development-Innovative functions in banking.

UNIT II   **16 Hours**
Structure of banking in India, objectives and functions of Co-operative banks, Functions of commercial banks-Central Bank- RBI-Functions. Negotiable Instruments: Definition-Characteristics-Types-Parties to negotiable instruments-Cheques -crossing of cheques. Drafts- -Endorsement-Significance-kinds of endorsement, General rules regarding endorsement-Regularity of endorsement-Electronic Payments.

UNIT III   **12 Hours**
E-Banking: need and importance- CORE- Virtual banking-ATM-Credit Card-Debit Card-Smart card-Internet Banking-Mobile banking, Telebanking-Online payment.

UNIT IV   **18 Hours**
Introduction to Insurance: Concept-Need of insurance-Insurance as a security tool-Insurance and economic development- Principles of insurance- Various kinds of insurance (Fire, Marine cargo, Medical. Motor vehicle, freight, property insurance)-General principle of Life insurance contract.

Transaction Mode
Flipped teaching**,** Demonstration, Case Analysis, Visualization, Group discussion, Active participation, Mentor Mentee

Suggested Readings

- *Jackson, H. E., & Carnell, R. S. (2019). Banking Law and Regulation. Wolters Kluwer.*
- *Abraham, K. (2017). Insurance Law and Regulation: Cases and Materials. Wolters Kluwer.*
- *Lovett, W. A. (2018). Banking and Financial Institutions Law in a Nutshell. West Academic Publishing.*
- *Martinez, L. P., & Abraham, J. L. (2020). Insurance Law: Cases and Materials. Foundation Press.*
- *Elements of Banking and Insurance – Jyotsana sethi & Nishwan Bhatia*

Course Title: Tourism Development	L	T	P	Cr.
Course Code: BAP602	4	0	0	04

Total Hours: 60

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Understanding the fundamental concepts of tourism development, including its significance and impact on economies.
2. Learn to develop strategic plans and policies for sustainable tourism development, considering local resources and community needs.
3. Analyze the economic contributions of tourism to local and national economies, including job creation and revenue generation.
4. Understand the principles of sustainable tourism development and how to integrate them into planning and operations.
5. Recognize the social and cultural impacts of tourism on local communities and learn how to promote cultural preservation.

Course Content

Unit-I   **15 hours**

Introduction to Tourism Development: Concept and Definition of Tourism Development: Understanding the basic concepts and significance of tourism development. History of Tourism Development: Exploration of the evolution of tourism development, from ancient times to modern-day. Tourism Demand and Supply: Analysis of the factors influencing tourism demand and supply, including economic, social, and cultural aspects. Tourism Development Theories: Study of various theories related to tourism development, such as the Destination Life Cycle Theory.

Unit-II   **15 Hours**

Tourism Planning and Policy; Tourism Planning Process: Overview of the tourism planning process at the local, regional, and national levels. Tourism Policy: Examination of the role of tourism policy in development, including policies at both the national and international levels. Strategic Planning for Tourism Development: Techniques and strategies used in planning for sustainable tourism development. Tourism Impact Assessment: Methods for assessing the economic, environmental, and social impacts of tourism development.

Unit-III   **14 hours**

Sustainable Tourism Development: Principles of Sustainable Tourism: Exploration of the principles and practices of sustainable tourism development. Sustainable Tourism Practices: Examination of sustainable practices in tourism, including eco-tourism, community-based tourism, and cultural tourism. Challenges in Sustainable Tourism: Discussion of the challenges and barriers to

achieving sustainable tourism development.
- Sustainable Tourism Indicators: Identification and application of indicators used to measure sustainability in tourism.
- Global Initiatives for Sustainable Tourism: Overview of international efforts and programs promoting sustainable tourism.

Unit-IV   **16 Hours**
Tourism and Economic Development
- Tourism as an Economic Driver: Analysis of the economic impact of tourism on local, regional, and national economies.
- Tourism and Employment: Exploration of tourism's role in job creation and workforce development.
- Tourism and Foreign Exchange Earnings: Understanding the importance of tourism in generating foreign exchange and balancing trade.
- Tourism Investment: Study of investment in tourism infrastructure and services, including public and private sector involvement.
- Economic Challenges in Tourism Development: Discussion of the economic challenges, such as inflation, income disparity, and economic leakage in tourism.

Transactional Mode: Group discussion, Active participation, Cooperative Teaching, Case based Teaching, Case Analysis, Quiz, Open talk, Question, One minute

Suggested Readings
1. *"Tourism Development: Principles, Processes, and Policies" by David L. Edgell*
2. *"Sustainable Tourism: Theory and Practice" by David Weaver and Laura Lawton*
3. *"Tourism Planning: Basics, Concepts, Cases" by David Timothy Duval*
4. *"The Economics of Tourism Destinations" by Richard W. Butler*
5. *"Tourism Development: A Global Perspective" by P. T. (Paul) F. R.*

Course Title: Managerial Skill Development	L	T	P	Cr.
Course Code: BAP603	2	0	0	02

Total Hours: 30

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Understand and enhance emotional intelligence, learning styles, and attitudes towards change.
2. Develop and apply analytical problem-solving and creative thinking skills.
3. Master supportive communication, coaching, and personal interview management.
4. Learn team dynamics, leadership, empowerment, and delegation.
5. Implement learned skills in real-world personal and professional contexts.

Course Content

Unit-I   **7 Hours**
Introduction to skills & personal skills Importance of competent managers, skills of effective managers, developing self-awareness on the issues of emotional intelligence, self-learning styles, values, attitude towards change, learning of skills and applications of skills.

Unit – II   **8 Hours**
Problem solving and building relationship: Problem solving, creativity, innovation, steps of analytical problem solving, limitations of analytical problem solving, impediments of creativity, multiple approaches to creativity, conceptual blocks, conceptual block bursting.

UNIT III   **7 Hours**
Building relationship Skills for developing positive interpersonal communication, importance of supportive communication, coaching and counseling, defensiveness and disconfirmation, principles of supportive communications. Personal interview management.

UNIT IV   **8 Hours**
Team building: Developing teams and team work, advantages of team, leading team, team membership. Skill development and skill application. Empowering and delegating: Meaning of empowerment, dimensions of empowerment, how to develop empowerment, inhibitors of empowerment, delegating works.

Transaction Mode
Flipped teaching**,** Demonstration, Case Analysis, Visualization, Group discussion, Active participation, Mentee Meter

Suggested Readings:

- *Goleman, D. (1995).* Emotional Intelligence: Why It Can Matter More Than IQ. *Bantam Books.*
- *Robbins, S.P., & Judge, T.A. (2018).* Organizational Behavior *(18th ed.). Pearson.*
- *Cameron, K.S., & Whetten, D.A. (2015).* Developing Management Skills *(9th ed.). Pearson.*
- *Hackman, J.R. (2002). Leading Teams: Setting the Stage for Great Performances. Harvard Business Review Press.*

Course Title: Emotional Intelligence in Businesses	L	T	P	Cr.
Course Code: BAP604	3	0	0	03

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Analyze the concept of emotional intelligence and its relevance in business settings.
2. Apply self-awareness techniques to recognize and manage personal emotions and reactions in professional situations.
3. Develop strategies for self-management, including stress management and impulse control.
4. Apply effective communication and relationship management skills to foster positive interpersonal dynamics in business environments.

Course Content

UNIT I   **12 Hours**
Introduction to Emotional Intelligence. Understanding emotional intelligence and its impact on corporate success. The role of emotions in the workplace. Assessing and developing emotional intelligence

UNIT II   **13 Hours**
Self-Awareness and Self-Management. Self-awareness techniques and practices. Emotional self-regulation and impulse control. Stress management and resilience in professional settings. Developing a growth mind-set

UNIT III   **10 Hours**
Social Awareness and Empathy. Developing empathy and understanding others' emotions. Nonverbal communication and emotional cues. Cultural sensitivity and diversity awareness. Ethical considerations in emotional intelligence

UNIT IV   **10 Hours**
Communication and Relationship Management. Effective communication skills for building positive relationships. Conflict resolution and negotiation strategies. Collaborative teamwork and leadership skills. Emotional intelligence in organizational culture and change management

Transaction Mode
Group discussion, Experiential learning, Brain storming, Active participation, Flipped teaching

Suggested Readings
- *Goleman, D. (2005). Emotional Intelligence: Why It Can Matter More Than IQ. Bantam.*
- *Bradberry, T., & Greaves, J. (2009). Emotional Intelligence 2.0. Talent Smart.*

- *Mayer, J. D., Roberts, R. D., & Barsade, S. G. (2008). Human Abilities: Emotional Intelligence. Annual Review of Psychology, 59, 507-536.*
- *Cherniss, C., & Goleman, D. (Eds.). (2001). The Emotionally Intelligent Workplace: How to Select For, Measure, and Improve Emotional Intelligence in Individuals, Groups, and Organizations. Jossey-Bass.*
- *Salovey, P., & Mayer, J. D. (1990). Emotional Intelligence. Imagination, Cognition and Personality, 9(3), 185-211.*
- *Ciarrochi, J., & Mayer, J. D. (Eds.). (2017). Applying Emotional Intelligence: A Practitioner's Guide. Psychology Press.*

Course Title: Professional Business Skills	L	T	P	Cr.
Course Code: BAP605	2	0	0	02

Total Hours: 30

Course Learning Outcomes After completion of this course, the learner will be able to:

1. Acquire problem solving skills that allow identifying, evaluating, and resolving challenges at the workplace.
2. Learn to manage oneself professionally at the workplace.
3. Learn what personal grooming pertains and helps in the real professional life.
4. Expand basic Informatics skills.
5. Effectively utilize the digital knowledge resources.

Course Content

UNIT I   **8 Hours**

Professionalism: Meaning -Definition – Characteristics – Traits and Qualities of a good professional – Professionalism in business – Professional Skills: important soft skills for business success- Professionalism in Communication: Verbal Communication: Professional Presentation – Different Presentation Postures- Written Communication: Email – Significance of Email in business – Email etiquette: format – rules – dos and don'ts – Technical Documentation: Standards – Types

UNIT II   **7 Hours**

E-Learning: Introduction of electronic learning – benefits and drawbacks of e-Learning Online education – Digital age learners – Knowledge resources on internet – E-books, Audio, Video and other means for e-learning- Introduction to e-content development and tools – Online libraries – MOOCs – The e-Learning as a service Industry – major technologies used in e-earning- different approaches for e-Learning delivery – E-learning in India

UNIT III   **8 Hours**

Source of data, importance of data quality, dealing with missing or incomplete data- Social Networking Analysis – Big Data Analysis – Role of Data Scientist in Business & Society – Role of Artificial Intelligence and Intelligent Agents in e-business – Ethical and Legal considerations in Business Analytics

UNIT IV   **7 Hours**

Socio – Cyber Informatics: IT and society – Digital Divide – Digital natives-Cyber space- New opportunities and threats – Cyber ethics – Cyber-crimes -Types – Cyber Laws – Organisations related with cyber laws-Cyber addictions – Information overload – Health issues – e-waste and Green Computing –Recent E-governance initiatives in India. Need for digital marketing – Advantages and disadvantages of digital marketing -Trends in
digital marketing

Transaction Mode

Group discussion, Experiential learning, Brain storming, Active participation, Flipped teaching

Suggested Readings:

1. *Peter Norton, Introduction to Computers, Tata McGraw Hill Private Limited, New Delhi, 2009.*
2. *Alan Evans, ITL ESL, Leslie Lamport, Dolores Etter, Darren George,*
3. *Kenneth C Laoudon, Gary Rogers, Rainer Handel, INFORMATICS -Technology in Action, Pearson Education, Delhi, 2009.*
4. *V.Rajaraman, Introduction To Information Technology, PHI Learning Private Limited, New Delhi, 2009.*

Course Title: Travel Agents & Tour Operators	L	T	P	Cr.
Course Code: BAP606	3	0	0	03

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Understand the meaning, definition, structure, and functions of travel agencies and tour operators.
2. Analyze the growth and development of tourist organizations in India.
3. Recognize international tourist organizations and explore the future of travel agencies.
4. Understand travel agency fairs, benefits, and various travel trade workshops.

Course Content

UNIT I   **10 Hours**
Meaning and Definition of a Travel Agency and Tour Operators – Travel Agency Growth – Structure – Functions – Types of Travel Agency – Wholesaler - Retailer and Tour Operators – Distinction between Wholesale Travel Agency and Tour Operator

UNIT II   **12 Hours**
Growth and Development of Tourist Organization with special reference to India – Sergeant Committee – Jha – ITDC – TTDC

UNIT III   **10 Hours**
International Tourist Organization – WTO – IATA – UFTAA – PATA – ICAO – ASTA – TAAI. Future of Travel Agencies – Travel and Trade Publications – Travel Agents – Training Programmes – Travel Agency's Sponsored Programmes.

UNIT IV   **13 Hours**
Travel Agency fairs and Benefits – ITB (International Tourism Board) – WTM (World Travel Mart) – Travel Trade Workshop – EIBTM (Business Travel Meetings)

Transaction Mode
Cooperative learning, Blended Learning, Inquiry-based learning, Group discussion, Active participation, Mentor-Mentee, Quiz, Open talk, Panel Discussions

Suggested Readings
- A.K. Bhatia – Tourism Development - Principles and Practices, Sterling Publishers Pvt Ltd, New Delhi, 2003
- R.K. Sinha – Growth and Development of Modern Tourism, Dominant Publishers, New Delhi, 2003
- Mohinder Chand – Travel Agency Management – An Introductory Text, 2nd Revised and Enlarged Edition, Anmol Publications Pvt Ltd, New Delhi, 2000

- PranNath Seth – An Introduction to Travel and Tourism, Sterling Publishers Pvt Ltd, Delhi, 1998

Course Title: Major Project	L	T	P	Cr.
Course Code: BAP607	0	0	8	04

Course Learning Outcomes: After completion of this course, the learner will be able to:
1. Evaluate the project on the basis of subject studied in this semester, this work helps in creating employment skills.
2. Apply the knowledge/concepts acquired in the previous semesters to create/design/implement project relevant in the field of Aviation Management.
3. Acquire research abilities and effective compilation of primary and secondary data.
4. Analyze and apply the theoretical knowledge with their practical experience in given research project.

Course Content:
The Major Project course is designed to provide students with comprehensive guidance and support throughout the process of conducting independent research and writing a research project. Through this course, students will acquire advanced research skills, develop critical analysis abilities, and effectively communicate their research findings. The course will emphasize to provide extensive guidance on research methodologies, data analysis techniques, and academic writing conventions.

Transaction Mode: Peer Demonstration, Field Visit, Mock Exercise

Course Title: Economic Policies and Reforms	L	T	P	Cr.
Course Code: BAP608	3	0	0	03

Total Hours: 45

Course Learning Outcomes

On the completion of the course, the students will be able to
1. Analyzing the role and objectives of planning commissions, along with understanding challenges in resource mobilization
2. Evaluating inclusive growth strategies and government budgeting, as well as understanding investment models and trends
3. Examining fiscal and monetary policies in India, including their impact on economic growth and the financial system
4. Assessing banking reforms, financial inclusion, and foreign trade policies, while understanding international organizations' roles

Course Content

UNIT I 12 Hours

Indian Economy and Issues Relating to Planning: Role and Objective of Planning Commission, Regulatory Role of the State Development Strategy in India's Five-Year Plan, NITI Aayog and Its Role. Reforms in Planning System. Resource Mobilization: Types of Recourses (Physical and Financial), Challenges to Resource Mobilization.

UNIT II 11 Hours

Inclusive Growth and Issues Arising from IT: concept of Inclusion, India's experience of Inclusion, Rural economy growth, Need for Sustainable agriculture, food security and resilience for growth, Inclusive Growth Strategies. Government Budgeting: Types of budget, Benefits, Flows in Budgeting Process. Investment Models: Investment Measures, Factors, Classification, Role of State, PPP (Public-Private Partnership), Savings and Investment Trends.

UNIT III 11 Hours

Fiscal Policy: Fiscal Concept and Fiscal Policy in India, Government Revenues & Spending Trends, Impact of deficits on economic growth, Twin Balance Sheet syndrome, Types of Deficit.
Monetary Policy in India: Instruments of Monetary Policy, Monetary Policy in Pre-Reform Era (1948 – 1991), Monetary Policy in Post-Reform Era (Since – 1991)
Urjit Patel Committee Report, Monetary Policy Committee, and Inflation Targeting
Financial System: Money Market and Capital Market in India, Regulatory Framework in Indian Capital Market, Primary Market

Reforms in India, Secondary Market Reforms in India, Current and capital account convertibility, Risks of financial system.

UNIT IV   **11 Hours**
Banking: Nationalization of Banks in India, Banking Reforms in India, New Bank License Criteria, Small Finance Banks and Payment Banks Criteria, Non-Banking Financial Companies (NBFC), Financial Inclusion, Issue of NPAs.
Foreign Trade & International Organizations: Trends in International Trade.Foreign Trade Policy, Balance of Payments and Foreign Capital, Impact of Globalization on the Indian Economy, International Monetary Fund (IMF), World Trade Organisation (WTO), World Bank Group AIIB and NDB

Transaction Mode
Case Studies, Group discussion, Active participation, Research Projects, Policy Analysis Exercises, Role-Playing, Field Visits or Industry Immersion, Interactive Online Platforms, Multimedia Resources

Suggested Readings
- *Ahluwalia, M. S. Economic reforms in India since 1991: Has gradualism worked? Cambridge, MA: MIT Press.*
- *Bhagwati, J., & Panagariya, A. Why growth matters: How economic growth in India reduced poverty and the lessons for other developing countries. New York, NY: Public Affairs.*
- *Chakraborty, P. Economic reforms and development: Essays in honor of Manmohan Singh. New Delhi, India: Oxford University Press.*
- *Rodrik, D. The growth report: Strategies for sustained growth and inclusive development. Washington, DC: World Bank Publications.*
- *Ghosh, A., & Chand, S. (2014). Public Finance in India: Issues in Management and Policy. Oxford University Press*