



மனோன்மணியம் சுந்தரனார் பல்கலைக்கழகம்
MANONMANIAM SUNDARANAR UNIVERSITY

**SYLLABUS FOR ADVANCED DIPLOMA IN AIRLINE AND TRAVEL
MANAGEMENT PROGRAM OFFERED THROUGH DIRECTORATE OF
VOCATIONAL EDUCATION (COMMUNITY COLLEGES AND VOCATIONAL SKILL
DEVELOPMENT CENTRES) FROM 2019 - 2020**



கல்விசார் நிலைக்குழுக் கூட்டம்

**MEETING OF THE STANDING COMMITTEE ON
ACADEMIC AFFAIRS HELD ON WEDNESDAY
THE 22nd JANUARY 2020**

**ADVANCED DIPLOMA IN AIRLINE AND TRAVEL
MANAGEMENT**

மேம்பட்ட விமானம் மற்றும் பயண நிர்வாகம் பட்டயம்

SCHEME OF EXAMINATION

Subject code	Title of the Course	Credit	Hours	Passing Minimum
Semester I				
C19AL11/E19AL01	Aviation Management	6	90	40/100
C19AL12/E19AL02	Travel Formalities	6	90	40/100
C19AL13/E19AL03	Fundamentals of Financial Accounting	6	90	40/100
C19CE10/E19CE10	Communicative English	6	90	40/100
C19ALP1/E19ALP1	Practical I – MS Office	4	120	40/100
Semester II				
C19AL21/E19AL04	Aviation Security	6	90	40/100
C19AL22/E19AL05	Travel Management	6	90	40/100
C19LS23/E19LS05	Life Skill	6	90	40/100
C19AL24/E19AL06	Fundamentals of Human Resource Management	6	90	40/100
C19ALP2/E19ALP2	Practical II-Technology in Airline / Travel Industry	4	120	40/100
Semester III				
C19AL31/E19AL07	Services Marketing	6	90	40/100
C19AL32/E19AL08	Logistics Management	6	90	40/100
C19AL33/E19AL09	Air Cargo Management	6	90	40/100
C19ALP3/E19ALP3	Practical III-Front Office Management	4	120	40/100
C19ALIP/E19ALIP	Internship	10	150	40/100
Semester IV				
C19AL41/E19AL10	Tourism Management	6	90	40/100
C19AL42/E19AL11	Travel Agency and Tour Operation	6	90	40/100
C19AL43/E19AL12	Legal Aspects of Aviation	6	90	40/100
C19ALP4/E19ALP4	Practical IV-GALILEO Ticketing System	4	120	40/100
C19ALPW/E19ALPW	Project Work	10	150	40/100

Eligibility for admission: Pass in 10th std examination conducted by the Govt. of Tamil Nadu Board of Secondary Education, Government of Tamil Nadu or any other equivalent examination.

Examination: Passing Minimum for each Course is 40%. Classification will be done on the basis of percentage marks of the total marks obtained in all the Courses and as given below:

- 40 % but less than 50 % - Third class
- 50 % but less than 60 % - Second class
- 60 % and above - First class

Theory Paper

Internal Marks-25

External Marks-75

Syllabus

Semester I

- Course I - Aviation Management
- Course II - Travel Formalities
- Course III - Fundamentals of Financial Accounting
- Course IV - Communicative English
- Course V - Practical I- MS Office

Semester II

- Course VI - Aviation Security
- Course VII - Travel Management
- Course VIII - Life Skill
- Course IX - Fundamentals of Human Resource Management
- Course X - Practical II-Technology in Airline/Travel Industry

Semester III

- Course XI - Services Marketing
- Course XII - Logistics Management
- Course XIII - Air Cargo Management
- Course XIV - Practical III-Front Office Management
- Course XV - Internship

Semester IV

- Course XVI - Tourism Management
- Course XVII- Travel Agency and Tour Operation
- Course XVIII- Legal Aspects of Aviation
- Course XIX - Practical IV-GALILEO Ticketing System
- Course XX - Project Work

***(Semester Pattern for Community College Only)**

PROGRAM OBJECTIVE:

- To Monitor Overall Travel Program Performance
- To ensure that passengers receive the highest quality of service
- To supervise several security programs and implement them in airports.

SEMESTER I
COURSE I
(C19AL11/E19AL01)AVIATION MANAGEMENT

OBJECTIVE:

- To know main types of air travel.
- To identify IATA Training Programs.
- To study onboard Documentation.

UNIT –I

18 Hrs

INTRODUCTION TO THE AVIATION INDUSTRY

Define Aviation – history of Aviation - the modern age of aviation began – History of aviation – about general aviation – Military aviation – three main types of air travel – scheduled Airline, Charter and corporate – Private jets.

UNIT –II

18 Hrs

REGULATORY AGENCIES AND AVIATION REGULATION

Air transport regulatory agencies – what is ICAO – objectives of ICAO About ICAO – Government agencies in aviation safety – CAA, FAA, JAA and DGCA – Federal aims – Primary aims of the cabin safety office – IATA – History of IATA – IATA is a trade association and not a regulatory body – to provide the safety and highest standard of service to customers –IATA aims and objectives – IATA Training Programs.

UNIT- III

18 Hrs

CUSTOMS AND IMMIGRATION FOR AIR TRAVEL

What are customs and immigration – About common practices – Landing card – customs declaration – General declaration – onboard Documentation – freedom of air and their types – phonetic alphabet and call signs – Roles of cabin crew in Aviation security.

UNIT –IV

18 Hrs

INTRODUCTION TO AIRCRAFT AND AVIATION FAMILIARISATION

Aircraft types – Aircraft layout and terminology – Aircraft furnishing, system &terminology – Cockpit- Communication systems – jump seat- Ground power unit & Auxiliary power unit – Light and Electrical systems – General aviation and Ground Airport Operations terminology – Movement of an Aircraft with diagrams.

USING TIME ZONES

24 hour clock time- Greenwich Mean Time & Time zones – Standard local Time – Day light saving time – International Date Line – world airport codes and airline codes – Airline designators – General terms used in Aviation – block out, block in.

OUTCOME:

- Understand Aircraft layout and terminology.
- Learn about Airport Operations
- Understand Movement of an Aircraft with diagrams.

Reference Books

1. Indian Aviation Industry - Opportunities And Challenges – Ravi Kumar VV
2. Principles of Airport Economics (Excel Books, First Edition 2007) - P.S. Senguttuvan
3. Fundamentals of Air Transport Management (Excel Books, First Edition 2006) - P.S. Senguttuvan.
4. Aviation Management (Kanishka Publishers, 2008) - Ratandeep Singh.
5. Travel Information Manual
6. Sinha. P.C. Tourism Geography
7. Seth. P. N. Successful Tourism Management

COURSE - II

(C19AL12/E19AL02)TRAVEL FORMALITIES

OBJECTIVES

- To know about the Travel Documents needed for travelling.
- To understand the benefits of Insurance policies
- To learn about various services offered by Tourism Department.

UNIT – I

18 Hrs

Define Passport – Types of Passport – Visa Types of Visas – Other Travel Documents – How to obtain the documents necessary for travels

UNIT – II

18 Hrs

Health and preventive measures for travelers – Collection of taxes relating to travel – Customs and Currency information for customers – Different form of payment for International Travelers.

UNIT – III

18 Hrs

The benefits of Insurance – The Travel Insurance Policy – General conditions applying to Insurance Policies – Insurance Documents and Claims procedures – Auxiliary Services and information supplied by travel agents – Extra Services and information – Passenger Documents – Consequences of Negligence.

UNIT - IV

18 Hrs

Planning of Tourism – Evolution of Tourism Planning – various levels and types of Tourism Planning – The Airport of the Flight – Classes of services – Flight service – seating – Main Aircraft types – Airport areas.

UNIT – V

18 Hrs

Analysis of an Airline Ticket: Ticket coupons – Air Ticketing information – Writing Airline Tickets – Air related Traffic Documents – How to make an Airline Ticket? Airline Ticketing Procedures – Prepaid Ticket Advice (PTA) – Refund Exchange Notice (TEN) – Miscellaneous Changes Order – Tour Order – Chanted Tours.

OUTCOME

- Received clear idea about documents necessary for travels
- Obtained informalities about various service of travel agents
- Learn about consequences of negligence

Reference Reading

1. Travel Information Manual (TIM)
2. IATA Ticketing Hand Book
3. Chand, Mohinder, Travel Agency Management
4. Jagmohan Negi: Air Travel Ticketing and Fare Construction.

COURSE – III

(C19AL13/E19AL03)FUNDAMENTALS OF FINANCIAL ACCOUNTING

Objective

- The course is intended to expose the student on the accounting principles and various aspects related to costing and management accounting. The course will impart the required training so as to make him ready to work in industry.

UNIT I 18 Hrs

INTRODUCTION

Cost Terms, Concepts, and Classifications- General Cost Classifications- Cost Classifications on Financial Statements

UNIT II 18 Hrs

Trial Balance

Book Keeping, Journal Entry, Ledger, Trial Balance

UNIT III 18 Hrs

Financial Accounting

Procedure for preparing final accounts: Profit and Loss Account. Balance Sheet.

UNIT IV 18 Hrs

Costing Techniques

Cost Sheet, Types of Costing, Product Costing, Process Costing, Activity Based Costing

UNIT V 18 Hrs

Long-term Decision Making

Capital investment appraisal techniques- Accounting rate of return- Payback- Discounted payback- Net present value- Internal rate of return- Profitability index

Text Book :

1. Al L., Morse, Wayne J. Hartgraves, 2015, Managerial Accounting , Cambridge Business Publishers; 7th edition
2. Jonathan Berk , Peter De Marzo, Jarrad Harford, 2014, Fundamentals of Corporate Finance (3rd Edition) (Pearson Series in Finance) 3rd Edition, Pearson Series in Finance
3. Gitman, L.G. and Zutter, C.J, 2014. Principles of Managerial Finance. U.S.A.: Pearson

Reference Books:

1. RH Macve, 2015 Fair value vs conservatism? Aspects of the history of accounting, auditing, business and finance from ancient Mesopotamia to modern China, The British Accounting Review, - Elsevier
2. T Loughran, B McDonald, 2016, Textual analysis in accounting and finance: A survey- Journal of Accounting Research, - Wiley Online Library

COURSE - IV

(C19CE10/ E19CE10) COMMUNICATIVE ENGLISH

1. Basic Grammar:

- a. Review of grammar
- b. Remedial study of grammar
- c. Simple sentence
- d. Word passive voice etc.

2. Bubbling Vocabulary:

- a. Synonyms
- b. Antonyms
- c. One – work Institution

3. Reading and Understanding English

- a. Comprehension passage
- b. Précis – writing
- c. Developing a story from hints.

4. Writing English

- a. Writing Business letters.
- b. Paragraph writing
- c. Essay writing
- d. Dialogue writing

5. Speaking English

- a. Expressions used under different circumstances
- b. Phonetics

Reference: 1.V.H.Baskaran – “English Made Easy”

2. V. H. Baskaran – “English Composition Made Easy”

(Shakespeare Institute of English Studies, Chennai)

3. N. Krishnaswamy – “Teaching English Grammar”

(T. R. Publication, Chennai)

4. “Life Skill” – P. Ravi, S. Prabakar and T. Tamzil Chelvam,

M. S. University, Tirunelveli.

COURSE - V

PRACTICAL - I

(C19ALP1/E19ALP1)**MS OFFICE**

List of Exercises

1. Capabilities of computers, Block diagram, generations of computers
2. Types of computers, Input devices, output devices, memory devices, Storage devices, RAM and ROM, Internet and its concepts.
3. Applying advanced formatting techniques, formatting pages, working with columns, constructing high quality tables
4. Creating outlines in word. Working with complex documents, managing data with word
5. Mail merge, publishing online forms, adding references to documents, working together on documents.
6. Creating Excel worksheets: entering and editing cell entries, working with numbers, changing worksheet layout, other formatting options, printing in excel, creating charts and statistical functions.
7. Creating power point presentations.

Reference Book:-

- 1) Gini Courter & Annettel Maraquis-MS Office 2010, BPB Publishing
- 2) Stephen L. Nelson-Office 2010
- 3) Tata Mc Graw Hill-Computer reference

SEMESTER II

COURSE VI

(C19AL21/E19AL04)AVIATION SECURITY

OBJECTIVES

- To learn the Role of security .
- To know the aviation Security Structure
- To understand the cargo services

UNIT-I

18 Hrs

Current threats to the aviation industry. Role of Security Manager in Keeping Aviation Security.

UNIT-II

18 Hrs

Aviation Security regulations and the international organizations behind them. Relevant measures to aviation security.

UNIT-III

18 Hrs

Airport access control for people and vehicles: Aviation Security Structure. Aviation Security Regulatory organization.

UNIT-IV

18 Hrs

Passenger, Cargo, Mail and Catering Security Basics.

UNIT-V

18 Hrs

Common airport and in flight security measures for responding to threats. Monitor and apply Airport Security.

OUTCOME

1. Learn about Aviation security
2. understand the catering system
3. Learning cargo services

Books for Reference:

1. Aviation and Airport Security by Kathleen Sweet
2. Hand book of Aviation Security.

COURSE - VII

(C19AL22/E19AL05)TRAVEL MANAGEMENT

OBJECTIVES

1. To find out the business operation of Travel Agency
2. To know the rules and regulations of agency.
3. To know the essential requirements of tour operators.

UNIT -I

18 Hrs

Travel Management- concepts- objectives –significance of travel agency. Tour operation business by the Travel agency, Nature and scope of Travel agency. Qualification of a travel agent

UNIT -II

18 Hrs

Functions of Travel agency- Types of Services offered by Travel Agent-Travel terminology-Travel agent approved by Government of India – formalities, rules and regulations.

UNIT -III

18 Hrs

Travel Formalities - Passport - Visa – Health requirements - Information regarding Airport Formalities-Customs and Clearance. Arrangements with Hotels.

UNIT-IV

18 Hrs

Tour Operators –functions-Tour package Formulations Essential requirements of a successful tour operator. Tour operators and Various Associations

UNIT -V

18 Hrs

Travel Information and Counseling to tourist, Fiscal and Non fiscal incentives available to Travel agencies and tour operating Business. Public sector and private sector in Tourism.

OUTCOME

1. Understand the Essential requirements of a successful tour operator.
2. Learn the purpose of tour operators.
3. Understand the operations of travel Agency.

Reference Books:-

1. Seth. P. N., Successful Tourism Management.
2. Foster, Douglas, Travel and Tourism Management.
3. Sharma. J. K., Tourism Development.

COURSE VIII

(C19LS23/E19LS05)**Life Skill**

I Life Coping or adjustment

- (a) External and internal influence in one's life
- (b) Process of coping or adjustment
- (c) Coping with physical change and sexuality
- (d) Coping with stress, shyness, fear, anger far live and criticism.

II Attitude

- (a) Attitude
- (b) Self acceptance, self – esteem and self actualization
- (c) Positive thinking

III Problem Solving

- (a) Goal Setting
- (b) Decision Making
- (c) Time Management and stress Management.

IV Computers

- (a) Introduction to Computers
- (b) M. S. Office
- (c) Power Point

V Internet

- (a) Introduction to internet
- (b) E – mail
- (c) Browsing

References:

- 1) Life Skill Programme course I & II by Dr. Xavier Alphona MCRDCE Publications. R.K.Mutt Road, Chennai – 28
- 2) ஆளுமை பண்பு வளர்த்தல் மற்றும் தகவல் தொடர்பு by M.Selvaraj Community College, Palayamkottai
- 3) “Life Skill” –P.Ravi, S.Prabahar & T.Tamil Chelvam, M.S. University, Tirunelveli

COURSE - IX

(C19AL24/E19AL06) FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT

OBJECTIVE:

- 1- To study about Organizational structures.
- 2- To know Man Power Planning.
- 3- To study about Performance appraisal.

UNIT – I

18 Hrs

Human Resource Management – Definition, Concept, Objectives, Characteristics, and Functions – Systems approach to personnel Management – Organizational structures.

UNIT – II

18 Hrs

Man Power Planning, Job analysis, Job description, Job specification, Job Evaluation, Recruitment and selection Process.

UNIT – III

18 Hrs

Training of employees, supervisors and Executives – Promotions – Demotions, Transfer, Absenteeism, Turnover, Employee Remuneration : Wages and Salary Administration – Rewards and Incentives, Benefits and Employee Services – Performance appraisal.

UNIT – IV

18 Hrs

Industrial Relations – Definition – Significance Causes for poor industrial Relations Suggestions to Improve Industrial Relations – Labour disputes and Industrial Relations in India.

UNIT – V

18 Hrs

Workers Participation in Management, Collective Bargaining and Industrial relations – Employee Grievance Procedures & Industrial Disciplinary System

OUTCOME:

- Understand Industrial Relations.
- Receive idea on Performance appraisal.
- Learn Disciplinary System.

Reference Books:-

1. Human Resource Management by K. Aswathappa
2. Human Resource Management by N. K. Singh
3. Human Resource Management by L. M. Prasad

COURSE - X
PRACTICAL - II

(C19ALP2/E19ALP2)**TECHNOLOGY IN AIRLINE / TRAVEL INDUSTRY**

List of Exercises

- Flight Attendants, Flight Announcement
- Air Traffic control
- Buy-on Board
- Control Towers
- Equipment Safety
- Gate House
- Ground Stop
- Flight crew
- Flight Deck
- Final Boarding
- Holding pattern
- Jet Way
- Page Work

**SEMESTER III
COURSE – XI**

(C19AL31/E19AL07)SERVICES MARKETING

OBJECTIVE:

- To find out Scope of Service Marketing.
- To study about customer portfolio.
- To know customer loyalty.

UNIT-I

18 Hrs

Introduction – Meaning and Objectives of Service Marketing. Nature and Scope of Service Marketing – Significance.

UNIT-II

18 Hrs

Service Market – Segmentation – Selecting the appropriate customer portfolio, creating and maintaining customer loyalty.

UNIT-III

18 Hrs

Pricing Strategies for promotion positioning service in the market – promoting market communication service.

UNIT-IV

18 Hrs

Planning and Branding Services, New Services Development and customer Loyalty.

UNIT-V

18 Hrs

Planning and Managing Service delivery. Situation review. The role of intermediaries. Enhancing value by improving quality and productivity.

OUTCOME:

- Understand Planning and Managing Service delivery.
- Learn role of intermediaries.
- Receive idea on quality and productivity.

Reference Books:-

1. Service Marketing by Ravi Shanker
2. Service Marketing by Tyagi

COURSE - XII

(C19AL32/E19AL08)LOGISTICS MANAGEMENT

OBJECTIVE:

- To identify Multi-modal challenges and opportunities.
- To find out commercial distribution.
- To know about Importance of distribution.

Unit-I

18 Hrs

Overview of Logistics – Responsibilities of the logistics operator – Multi-modal challenges and opportunities.

Unit-II

18 Hrs

Importance of distribution, Logistics - commercial distribution, the role of logistics in the provision of distribution services.

Unit-III

18 Hrs

Concept of multi modal transport – Inbound and Outbound Logistics System - Different transport modes – Modal interfaces – Inter-modal systems – road/rail/sea; sea/air; road/air; road/rail, sea/rail, sea/road – Inland Container Depot (ICD) & Container, Freight Station (CFS) Terminals.

Unit-IV

18 Hrs

Vehicles - trucks, trains, aircraft and ships, Swap bodies, double stacks, trailer types, - Role of (3PL) Service Providers, Types of 3PL, Emergence of 4PL service.

Unit-V

18 Hrs

Freight management, freight forwarding logistics – Tracking of consignments, depots, warehouses, Warehousing Providers - Just In Time' delivery, Supply chain concept.

OUTCOME

- Understand the freight forwarding logistics.
- Receive ideas on Swap bodies.
- Learn Inbound and Outbound Logistics System.

Reference Books:

1. Logistics Management for International Business: Text and Cases by S. Raj, S. Anthony Sudalaimuthu
2. Logistics Management by Vinod V. Sople

COURSE - XIII

(C19AL33/E19AL09)AIR CARGO MANAGEMENT

OBJECTIVE

- To study about OAG Air Cargo Guide.
- To know Cargo Rating.
- To find out Chargeable weight rating.

UNIT – I

18 Hrs

Cargo History, Concepts and Common terms used in Cargo handling, Rules governing acceptance of Cargo.

UNIT – II

18 Hrs

Use of Guides: The OAG Air Cargo Guide – Aircraft: bulk-loading limitations – Unit load devices.

UNIT – III

18 Hrs

Cargo Rating – Familiarization of Cargo Tariffs. Rounding off of the weights / Dimensions / currencies. Chargeable weight rating-Specific commodity rates, class rates, general cargo rates, valuation charges.

UNIT – IV

18 Hrs

Documentation: Air way bill, charges correction advice, irregularity report, cargo manifesto, cargo transfer Manifesto, documents concerning postal mails and diplomatic mails. Shippers declaration for dangerous goods.

UNIT – V

18 Hrs

Handling – Cargo capacity of Air and Ships. Cargo needing special attention, introduction to dangerous goods regulations. Some important Cargo companies.

OUTCOME:

- 1- Understand documents concerning postal mails.
- 2- Receive idea on Shippers declaration for dangerous goods.
- 3- Learn Cargo capacity of Air and Ships.

Suggested Readings:

1. Air Cargo Tariff Manuals
2. IATA Live Animals Regulations Manuals project
3. IATA Special Mail Manual.

COURSE – XIV
PRACTICAL –III
(C19ALP3/E19ALP3)FRONT OFFICE MANAGEMENT

List of Exercises

- Functions of Lobby Managers
- Handling of unusual moment
- Handling of master keys
- Caring for guest
- Handling guest complaints and problems
- Handling guest baggage during check-in and check-out time

COURSE – XV

(C19ALIP/E19ALIP)INTERNSHIP

- The students of this course are required to take up Internship training during the third semester and submit a report at the end of the semester but before the commencement of the end semester examination.
- The Objective of the internship is to understand the day to day activities of the organization in which the internship is undertaken and intensive training should be provided in all the departments of the organization.
- The period of the internship can be decided the centers concerned according to the availability of the training opportunities available. The choices could be either the internship can be on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations

**SEMESTER IV
COURSE – XVI**

(C19AL41/E19AL10)**TOURISM MANAGEMENT**

OBJECTIVE

- To study about Tourism Management.
- To know Tourism product production system.
- To find out tourism transport system.

UNIT – I

18 Hrs

Definition and Concepts of Tourism Management – Nature of Scope of Tourism Management – Managing Tourist

UNIT – II

18 Hrs

Managing Tourism related products – Tourism product production system – Managing tourism transport system – Driving Policies regarding Tourism

UNIT – III

18 Hrs

Managing Travel Agencies and Tour operators – Managing Travel Agencies Commission and Essential requirements of successful destination

UNIT – IV

18 Hrs

Managing Travel and Tourism organization, Managing purpose and goals of various individual tourism organization

UNIT – V

18 Hrs

Managing travel information manuals and the travel insurance policy insurance documents and client procedures.

OUTCOME

- 1- Understand client procedures.
- 2- Learn Tourism organization.
- 3- Receive idea on Tour operators.

Reference Books:-

1. Sinha. P. C. – Tourism Marketing
2. Modern Business Administration by R. C. Pitman
3. Travel Information Manual
4. Travel Agency Management by Chand

COURSE - XVII

(C19AL42/E19AL11) TRAVEL AGENCY AND TOUR OPERATION

OBJECTIVE

- To study tour operation management.
- To know about Organizational structure of travel agency.
- To identify Ministry of Tourism.

UNIT – I

18 Hrs

Introduction Travel agency and tour operator - meaning, concept, Types and importance. Historical growth and development of travel agency and tour operation management. The future role of Travel Intermediaries.

UNIT – II

18 Hrs

Organization structure and Functions Organizational structure of travel agency and tour-operator - main operational and managerial staff of major travel agencies/tour operators. Major functions of Travel agency and tour operators

UNIT – III

18 Hrs

Setting up of travel agency and tour operation and their approval Travel agency & Tour operation management - Setting procedure and process. Ministry of Tourism, Govt. of India and IATA approval for travel agency and tour operator.

UNIT – IV

18 Hrs

Ownership structure and revenue sources of travel agency and tour operation. Financial incentives available for travel agency and tour operator in India. Understanding the role of Govt. and other Organizations in travel Trade Role and contribution of Department of Tourism, Government of India,

UNIT – V

18 Hrs

ITDC and State Govt. Tourism corporations in travel agency and tour operation Management. Travel Trade Association and Organizations-role of contribution of WTO, IATA, TAAI and IATO. Present business Trends and Future prospects of travel agency and tour operation management.

Reference Books:-

1. Mohinder Chand,(2007), Travel Agency Management
2. IATA Manuals Various Issues.
3. Ministry of Tourism, Govt. of India, Reports and guidelines for travel agency and tour operators.
4. Kamra K.K. and Chand Mohinder, (2002), Basic of Tourism- Theory operation and practice.

COURSE - XVIII

(C19AL43/E19AL12)LEGAL ASPECTS OF AVIATION

OBJECTIVE:

- To identify consumer contracts law.
- To study Hotel management law.
- To find out Travel insurance law.

UNIT – I

18 Hrs

National and international regulation of the travel and hospitality industry; consumer contracts law; the law of carriers and inns;

UNIT – II

18 Hrs

The duties of travel operators and agents; Travel insurance law; the law of bailment; the responsibilities of travel agents and tour operators;

UNIT – III

18 Hrs

Hotel management law; liquor licensing law; catering law; gaming law; marketing law; consumer rights and complaints; the law regulating payments (including international credit card payments);

UNIT – IV

18 Hrs

The finance of Carriers and Inns; Criminal and Civil Liability of people working in the travel and tourism industry.

UNIT – V

18 Hrs

The law regulating the issue of visa and travel documentation, and considers the liability of the operators, agents, carriers and government instrumentalities in relation to health and safety issues.

OUTCOME:

- 1- Understand Civil Liability of people working in the travel.
- 2- Learn travel documentation.
- 3- Receive idea on liquor licensing law.

Reference Books:-

1. Tourism Guide lines published by Govt. of India, Ministry of Tourism.
2. Tourism guidelines issued by Department of Tourism for hotel and restaurant operation.
3. Sajnani Manohar _ Indian Tourism Business
4. R. K. Malhotra_Socio – Environmental and Legal Issues in Tourism.
5. Gupta S.K._Foreign Exchange Laws and Practice.

**COURSE – XIX
PRACTICAL –IV**

(C19ALP4/E19ALP4)**GALILEO TICKETING SYSTEM**

List of Exercises

- Online Travel Agent software (including B2B, B2C, B2B2C)
- Single or Multiple PC's interface
- Flight Reservation System
- Hotel Booking System
- Car Reservation System
- Bus Reservation System
- Modules for Rails / Visa / Cruise / Holding Packages.

COURSE - XX

(C19ALPW/E19ALPW)**PROJECT WORK**

- The students of this course are required to undertake a project work individually on a specific topic during the fourth semester and submit a report at the end of the semester but before the commencement of the end semester examination.
- The objective of the Project work is to understand the problems faced by the organization and offer specific suggestions to solve those problems. The period of the project work can be decided the centre's concerned according to the availability of the opportunities available. The choices could be either the student can take up the work on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations.
