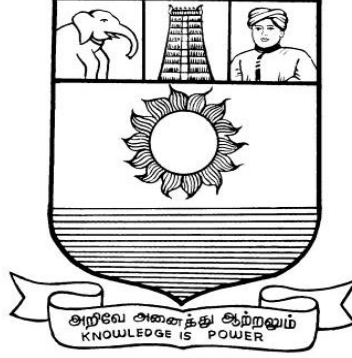


மனோன்மணியம் சுந்தரனார் பல்கலைக்கழகம்
திருநெல்வேலி – 627 012

**Manonmaniam Sundaranar University
Thirunelveli – 627 012.**



கல்விசார் நிலைக்குழுக் கூட்டம்

**MEETING OF THE STANDING COMMITTEE ON
ACADEMIC AFFAIRS HELD ON FRIDAY
THE 27th OCTOBER 2017.**

**Syllabus for Diploma in Airline and Travel Management Course
offered through Directorate of Vocational Education
(Community Colleges and Extension Learning Programme)
from 2017 – 2018**

Course Code: 5209

DIPLOMA IN AIRLINE AND TRAVEL MANAGEMENT

SCHEME OF EXAMINATIONS

	Title of the Paper	Credit	Hours	Passing Minimum
Semester I				
C17TM11/E17TM01	Travel Management	6	90	40/100
C17TM12/E17TM02	Travel Formalities	6	90	40/100
C17TM13/E17TM03	Fundamentals of Financial Accounting	6	90	40/100
C17CE10/E17CE10	Communicative English	6	90	40/100
C17TMP1/E17TMP1	Practical – I - MS Office	4	60	40/100
Semester II				
C17TM21/E17TM04	Aviation Security	6	90	40/100
C17TM22/E17TM05	Aviation Management	6	90	40/100
C17LS23/E17LS05	Life Skills	6	90	40/100
C17TMP2/E17TMP2	Practical – II - GALILEO Ticketing System	4	60	40/100
C17TMPW/E17TMPW	Project / Internship	10	150	40/100

Eligibility for admission: Pass in 12thStd 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 paper is 40%. Classification will be done on the basis percentage marks of the total marks obtained in all the papers and as given below:

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

Syllabus

FIRST SEMESTER

Paper – I	:	Travel Management
Paper – II	:	Travel Formalities
Paper – III	:	Fundamentals of Financial Accounting
Paper – IV	:	Communicative English
Paper – V	:	Practical – I - MS Office

SECOND SEMESTER

Paper – VI	:	Aviation Security
Paper – VII	:	Aviation Management
Paper – VIII	:	Life Skill
Paper – IX	:	Practical – II - GALILEO Ticketing System
Paper – X	:	Project / Internship

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

(C17TM11/E17TM01) PAPER 1: TRAVEL MANAGEMENT

UNIT -I

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

UNIT -II

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

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

UNIT-IV

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

UNIT –V

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

• Reference Books:-

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

(C17TM12/E17TM02) PAPER II : TRAVEL FORMALITIES

UNIT – I

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

UNIT – II

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

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

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

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.

Reference Books:

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.

(C17TM13/E17TM03) PAPER III : FUNDAMENTALS OF FINANCIAL ACCOUNTING

UNIT I

Company accounts – Issue of shares, Debentures, Redemption of shares, Redemption of debentures, Final accounts of companies

UNIT II

Liquidation of companies, Amalgamation, Absorption, internal reconstruction, External reconstruction, and Holding company accounts

UNIT III

Accounting of banking companies, Accounting of Insurance companies – General Insurance companies – Life Insurance companies- Insurance Claims

UNIT IV

Economic Value added Accounting standards, Accounting for transfer pricing –Segmented reporting - Hotel accounting, Hospital accounting

UNIT V

Double account system, Inflation Accounting, Human Resource Account

Reference Books:-

1. Financial management theory and practices by Chandra.
2. Financial management by Prasanna Chandra.
3. Basic Financial Management by Khan Jain.

(C17CE10/E17CE10) Paper IV Communicative English

Unit I: Learning context

Concept of learning – Learning style –Grammatical framework – sentence framing – paragraph and texts

Unit II: Reading

Basic concept – Purposes of reading-Decoding-Reading materials – Barriers of reading

Unit III: Writing

Basic concept-Writing style-Terminology-stages-English spelling and punctuation – Written texts

Unit IV: Speaking

Language functions-Conversation- Features of spoken English – Types of English course: functional English, English literature, advance English – Phonetic

Unit V: Developing Communication Skills

Meaning –Classroom presence- Features of developing learning process- Practical skills and Listening- uses of communicative English

References Books:

1. Raman, m.&S. Sharma (2011) communication skills, OUP,New Delhi: India
2. Lata, P.&S. Kumar(2011) communication skills, OUP,New Delhi: India,
- 3.Leech,G&J.Svartvik(2002) A communicative grammar of English, Pearson,India,
4. Sethi, J. and P.V. Dharmija (2007) A course in Phonetics and spoken English. Second edition, Prentice hall: New Delhi

(C17TMP1/E17TMP1) PAPER V : PRACTICAL – I - MS OFFICE

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 Books:-

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

SECOND SEMESTER**(C17TM21/E17TM04) PAPER VI : AVIATION SECURITY****UNIT-I**

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

UNIT-II

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

UNIT-III:

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

UNIT-IV

Passenger, Cargo, Mail and Catering Security Basics.

UNIT-V

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

Reference Books:

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

(C17TM22/E17TM05) PAPER VII : AVIATION MANAGEMENT**UNIT-I**

Introduction to Aviation management – Airline, Finance and Accounting Management.

UNIT-II

Management of Regulatory agencies and aviation regulation. Management of Cabin Safety Office.

UNIT-III:

Customs and immigration management for Air Travel, onboard documental, Role of Cabin Crew.

UNIT-IV

Aircraft Layout and Terminology management, Aircraft Furnishing Systems. Ground Airport Operations Systems.

UNIT-V

World Airport Codes and Airline Codes – General Terms use in Aviation, Aviation Security management.

Reference Books:

1. Travel Information Manual
2. Sinha. P.C. Tourism Geography.
3. Seth. P. N. Successful Tourism Management

(C17LS23/E17LS05) PAPER VIII : LIFE SKILL

UNIT-I ATTITUDE: Positive thinking – Goal setting – Problem Solving and Decision making – Leadership and Team Work.

UNIT-II COMMUNICATION SKILLS: Oral communication: Concept of English language – Fluency – Verbal Communication in official and public situations.

UNIT-III COMMUNICATION SKILLS: Written Communication: Comprehension – Writing a formal letter like application for Job, enquiry, reply, complaint such others – preparation of Resume, Curriculum Vitae.

UNIT-IV COMPUTING SKILLS – 1: Introduction to Computers, its various components and their respective functions – Memory storage devices – Microsoft (MS) Office – MS Word.

UNIT-V COMPUTING SKILLS – 2: Internet Basics – Origin of Internet – Modem – ISP – Upload – Download – e-mail – Origin of worldwide web (www) Browsers – Search engines.

Reference Books:

Life skill, Manonmaniam Sundaranar University Publications Division (2011)

(C17TMP2/E17TMP2) PAPER IX : PRACTICAL - II - GALILEO Ticketing System

- 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.

(C17TMPW/E17TMPW) PAPER X: PROJECT / INTERNSHIP

The students of this course are required to undertake either a Project Work or Internship training individually on a specific topic during the second 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 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 project work / Internship can be decided by the centres 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.

* * * * *