BBA [3 YEARS]

AVIATION MANAGEMENT

Syllabus and Scheme

From 2024-2025(Onwards)

BOARD OF STUDIES

[BUSINESS ADMINISTRATION]

St. Francis de Sales College
[Autonomous]
Electronics City P.O. Bengaluru560100
Karnataka, INDIA

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21	Ms. Rakshitha. G Assistant Professor, Department of Management, St. Francis de Sales College (Autonomous), Bangalore.	Member

PREFACE TO THE BBA 2024-2025 SYLLABUS

ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ನಡಾವಳಿಗಳು

ವಿಷಯ:	ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆಯ ವ್ಯಾಪ್ತಿಯಲ್ಲಿನ ವಿಶ್ವವಿದ್ಯಾಲಯಗಳು ಮತ್ತು ಕಾಲೇಜುಗಳಲ್ಲಿ 2024-25ನೇ ಸಾಲಿನಿಂದ ಪದವಿ ಕಾರ್ಯಕ್ರಮಗಳ ಅವಧಿ ಮತ್ತು ಪಠ್ಯಕ್ರಮವನ್ನು ಪರಿಷ್ಕರಿಸುವ ಬಗ್ಗೆ.

ಓದಲಾಗಿದೆ:

1. ಸರ್ಕಾರದ ಆದೇಶ ಸಂಖ್ಯೆ: ಇಡಿ 260 ಯುಎನ್‌ಇ 2019 (ಭಾಗ-1) ಬೆಂಗಳೂರು, ದಿನಾಂಕ:07.08.2021.
2. ಸರ್ಕಾರಿ ಆದೇಶ ಸಂಖ್ಯೆ:ಇಡಿ 166 ಯುಎನ್‌ಇ 2023, ಬೆಂಗಳೂರು ದಿನಾಂಕ:11.10.2023
3. ರಾಜ್ಯ ಶಿಕ್ಷಣ ನೀತಿ ಆಯೋಗದ ಮಧ್ಯಂತರ ವರದಿ ದಿನಾಂಕ:18.01.2024.
4. ಕರ್ನಾಟಕ ರಾಜ್ಯ ಉನ್ನತ ಶಿಕ್ಷಣ ಪರಿಷತ್ತಿನ ಟಿಪ್ಪಣಿ ದಿನಾಂಕ: 14.02.2024.
5. ರಾಜ್ಯ ಶಿಕ್ಷಣ ನೀತಿ ಆಯೋಗದ ವರದಿಗಳ ದಿನಾಂಕ: 19.01.2024 ಮತ್ತು 10.03.2024.
6. ಸರ್ಕಾರದ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿಯವರ ಕಛೇರಿಯ ಅನಧಿಕೃತ ಟಿಪ್ಪಣೆ ಸಂಖ್ಯೆ: CS/05/SCM/2024, dated: 02.04.2024.

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ಮೇಲೆ ಓದಲಾದ ಕ್ರಮ ಸಂಖ್ಯೆ (1) ರ ದಿನಾಂಕ: 07.08.2021ರ ಆದೇಶದಲ್ಲಿ ಭಾರತ ಸರ್ಕಾರವು ಪ್ರಕಟಿಸಿರುವ ರಾಷ್ಟ್ರೀಯ ಶಿಕ್ಷಣ ನೀತಿಯನ್ನು ರಾಜ್ಯದ ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆಯಡಿ ವಿಶ್ವವಿದ್ಯಾಲಯಗಳು ಮತ್ತು ಸಂಯೋಜಿತ ಕಾಲೇಜುಗಳಲ್ಲಿ 2021-22ನೇ ಶೈಕ್ಷಣಿಕ ವರ್ಷದಿಂದ ಅಗತ್ಯ ಮಾರ್ಗ ಸೂಚಿಗಳನುಸಾರ ಅನುಷ್ಠಾನಗೊಳಿಸಲಾಗಿರುತ್ತದೆ.

ಮೇಲೆ ಓದಲಾದ ಕ್ರಮ ಸಂಖ್ಯೆ (2) ರ ದಿನಾಂಕ: 11.10.2023ರ ಆದೇಶದಲ್ಲಿ ಹೊಸ ಶಿಕ್ಷಣ ನೀತಿಯನ್ನು ರೂಪಿಸುವ ಉದ್ದೇಶದಿಂದ ಕರ್ನಾಟಕ ರಾಜ್ಯ ಶಿಕ್ಷಣ ನೀತಿಯ ಕರಡನ್ನು ಸಿದ್ಧಪಡಿಸಲು ಶ್ರೇಷ್ಠ ಶಿಕ್ಷಣ ತಜ್ಞರಾದ Prof. Sukhdev Torat, ಇವರ ಅಧ್ಯಕ್ಷತೆಯಲ್ಲಿ ರಾಜ್ಯ ಶಿಕ್ಷಣ ನೀತಿ ಆಯೋಗಗವನ್ನು ರಚಿಸಲಾಗಿರುತ್ತದೆ.

ಮೇಲೆ ಓದಲಾದ ಕ್ರಮ ಸಂಖ್ಯೆ (3) ರಲ್ಲಿ ರಾಜ್ಯ ಶಿಕ್ಷಣ ನೀತಿ ಆಯೋಗವು ದಿನಾಂಕ: 18.01.2024ರಂದು ಸರ್ಕಾರಕ್ಕೆ ಮಧ್ಯಂತರ ವರದಿಯನ್ನು ಸಲ್ಲಿಸಿರುತ್ತದೆ.

ಮೇಲೆ ಓದಲಾದ ಕ್ರಮ ಸಂಖ್ಯೆ (4) ರಲ್ಲಿ ಕರ್ನಾಟಕ ರಾಜ್ಯ ಉನ್ನತ ಶಿಕ್ಷಣ ಪರಿಷತ್ತು ರಾಜ್ಯ ಶಿಕ್ಷಣ ನೀತಿ ಆಯೋಗವು ಸರ್ಕಾರಕ್ಕೆ ಸಲ್ಲಿಸಿರುವ ಮಧ್ಯಂತರ ವರದಿಯನ್ನು ಸಂಪೂರ್ಣವಾಗಿ ಒಪ್ಪಲು ಶಿಫಾರಸ್ಸು ಮಾಡಿರುತ್ತದೆ.

ಮೇಲೆ ಓದಲಾದ ಕ್ರಮ ಸಂಖ್ಯೆ (5) ರಲ್ಲಿ ರಾಜ್ಯ ಶಿಕ್ಷಣ ನೀತಿ ಆಯೋಗವು ದಿನಾಂಕ: 19.01.2024ರಂದು REPORT PART-1 ಮತ್ತು ದಿನಾಂಕ: 10.03.2024ರಂದು ನ್ನು REPORT PART-1(a) ಮಧ್ಯಂತರ ವರದಿಗಳನ್ನು ಸರ್ಕಾರಕ್ಕೆ ಸಲ್ಲಿಸಿರುತ್ತದೆ.

ಮೇಲೆ ಓದಲಾದ ಕ್ರಮ ಸಂಖ್ಯೆ (6) ರಲ್ಲಿ ರಾಜ್ಯ ಶಿಕ್ಷಣ ನೀತಿ ಆಯೋಗವು ಸರ್ಕಾರಕ್ಕೆ ಸಲ್ಲಿಸಿರುವ ಮಧ್ಯಂತರ ವರದಿಯಲ್ಲಿನ ಶಿಫಾರಸ್ಸುಗಳನ್ನು 2024-25 ನೇ ಶೈಕ್ಷಣಿಕ ಸಾಲಿನಿಂದ ಪದವಿ ಕಾರ್ಯಕ್ರಮಗಳಿಗೆ ಅನುಷ್ಠಾನಗೊಳಿಸಲು ದಿನಾಂಕ: 02.04.2024ರಂದು ಚುನಾವಣಾ ಆಯೋಗದ ಅನುಮತಿಯನ್ನು ಪಡೆಯಲಾಗಿರುತ್ತದೆ.

ಮೇಲ್ಕಂಡ ಅಂಶಗಳ ಹಿನ್ನೆಲೆಯಲ್ಲಿ, ರಾಜ್ಯ ಶಿಕ್ಷಣ ನೀತಿ ಆಯೋಗವು ಸರ್ಕಾರಕ್ಕೆ ಸಲ್ಲಿಸಿರುವ ಮಧ್ಯಂತರ ವರದಿಗಳಲ್ಲಿನ ಶಿಫಾರಸ್ಸುಗಳನ್ನು 2024 25 ನೇ ಶೈಕ್ಷಣಿಕ ಸಾಲಿನಿಂದ ಪದವಿ ಕಾರ್ಯಕ್ರಮಗಳಿಗೆ ಅನುಷ್ಠಾನಗೊಳಿಸಲು ಉದ್ದೇಶಿಸಿ, ಸರ್ಕಾರದ ಆದೇಶ ಸಂಖ್ಯೆ: ಇಡಿ 260 ಯುಎನ್‌ಇ 2019 (ಭಾಗ-1)
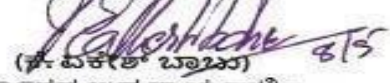
ಬೆಂಗಳೂರು, ದಿನಾಂಕ:07.08.2021ರ ಆದೇಶವನ್ನು ಪರಿಷ್ಕರಿಸಲು ಸರ್ಕಾರವು ನಿರ್ಧರಿಸಿ, ಆದರಂತೆ, ಈ ಕೆಳಕಂಡ ಆದೇಶ.

<u>ಸರ್ಕಾರದ ಆದೇಶ ಸಂಖ್ಯೆ: ಇಡಿ 166 ಯುಎನ್‍ಇ 2023, ಬೆಂಗಳೂರು, ದಿನಾಂಕ: 08.05.2024.</u>

ಪ್ರಸ್ತಾವನೆಯಲ್ಲಿ ವಿವರಿಸಿರುವ ಅಂಶಗಳನ್ವಯ ರಾಜ್ಯದಲ್ಲಿ, ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆಯಡಿಯ ವಿಶ್ವವಿದ್ಯಾಲಯಗಳು ಮತ್ತು ಸಂಯೋಜಿತ ಕಾಲೇಜುಗಳಲ್ಲಿ, ಪದವಿ ಕಾರ್ಯಕ್ರಮಗಳಿಗೆ 2024-25ನೇ ಶೈಕ್ಷಣಿಕ ವರ್ಷದಿಂದ ಅನುಬಂಧ-1 ಮತ್ತು ಅನುಬಂಧ-2 ರ ಮಾರ್ಗಸೂಚಿಗಳಿಗನುಸಾರವಾಗಿ ಪದವಿ ಕಾರ್ಯಕ್ರಮಗಳ ಅವಧಿ ಮತ್ತು ಪಠ್ಯಕ್ರಮವನ್ನು ಪರಿಷ್ಕರಿಸಿ ಅನುಷ್ಠಾನಗೊಳಿಸಿ ಆದೇಶಿಸಲಾಗಿದೆ.

1. ಅನುಷ್ಠಾನದ ಮಾರ್ಗಸೂಚಿಗಳು – ಅನುಬಂಧ-1
2. ಪ್ರೋಗ್ರಾಮ್ ವಿನ್ಯಾಸ (Curriculum Structure) – ಅನುಬಂಧ-2

ಕರ್ನಾಟಕ ರಾಜ್ಯಪಾಲರ ಆಜ್ಞಾನುಸಾರ
ಮತ್ತು ಅವರ ಹೆಸರಿನಲ್ಲಿ,

(ಸಿ.ಪಿ. ಬಾಬು)
ಸರ್ಕಾರದ ಉಪ ಕಾರ್ಯದರ್ಶಿ
ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆ (ವಿಶ್ವವಿದ್ಯಾಲಯಗಳು)

ಇವರಿಗೆ,

1. ಸರ್ಕಾರದ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿರವರ ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿ, ಕರ್ನಾಟಕ ಸರ್ಕಾರ.
2. ಕುಲಪತಿಗಳು, ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆಯಡಿಯ ಸಾರ್ವಜನಿಕ ವಿಶ್ವವಿದ್ಯಾಲಯಗಳು, ಕರ್ನಾಟಕ.
3. ಸರ್ಕಾರದ ಅಪರ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿಗಳು, ಮಾನ್ಯ ಮುಖ್ಯ ಮಂತ್ರಿಗಳ ಕಛೇರಿ, ವಿಧಾನಸೌಧ, ಬೆಂಗಳೂರು.
4. ಸರ್ಕಾರದ ಅಪರ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿಗಳು ಮತ್ತು ಅಭಿವೃದ್ಧಿ ಆಯುಕ್ತರು, ವಿಧಾನಸೌಧ, ಬೆಂಗಳೂರು.
5. ಸರ್ಕಾರದ ಅಪರ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿಗಳು, ಆರ್ಥಿಕ ಇಲಾಖೆ, ವಿಧಾನಸೌಧ, ಬೆಂಗಳೂರು.
6. ಸರ್ಕಾರದ ಅಪರ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿಗಳು, ಸಿಸುಲಣ (ಇ-ಆಡಳಿತ ಇಲಾಖೆ), ವಿಧಾನಸೌಧ, ಬೆಂಗಳೂರು.
7. ಸರ್ಕಾರದ ಪ್ರಧಾನ ಕಾರ್ಯದರ್ಶಿ, ಶಾಲಾ ಶಿಕ್ಷಣ ಮತ್ತು ಸಾಕ್ಷರತಾ ಇಲಾಖೆ, ಬಹುಮಹಡಿ ಕಟ್ಟಡ, ಬೆಂಗಳೂರು.
8. ಆಯುಕ್ತರು, ಕಾಲೇಜು ಮತ್ತು ತಾಂತ್ರಿಕ ಶಿಕ್ಷಣ ಇಲಾಖೆ, ಶೇಷಾದ್ರಿ ರಸ್ತೆ, ಬೆಂಗಳೂರು-1.
9. ಉಪಾಧ್ಯಕ್ಷರು, ಕರ್ನಾಟಕ ರಾಜ್ಯ ಉನ್ನತ ಶಿಕ್ಷಣ ಪರಿಷತ್, ಬೆಂಗಳೂರು
10. ಕಾರ್ಯ ನಿರ್ವಾಹಕ ನಿರ್ದೇಶಕರು, ಕರ್ನಾಟಕ ರಾಜ್ಯ ಉನ್ನತ ಶಿಕ್ಷಣ ಪರಿಷತ್, ಬೆಂಗಳೂರು.
11. ಕುಲಸಚಿವರು (ಆಡಳಿತ) ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆಯಡಿಯಲ್ಲಿನ ಸಾರ್ವಜನಿಕ ವಿಶ್ವವಿದ್ಯಾಲಯಗಳು, ಕರ್ನಾಟಕ
12. ಕುಲಸಚಿವರು (ಮೌಲ್ಯಮಾಪನ), ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆಯಡಿಯಲ್ಲಿನ ಸಾರ್ವಜನಿಕ ವಿಶ್ವವಿದ್ಯಾಲಯಗಳು, ಕರ್ನಾಟಕ
13. ಮಾನ್ಯ ಉನ್ನತ ಶಿಕ್ಷಣ ಸಚಿವರ ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿ, ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆ, ವಿಧಾನಸೌಧ, ಬೆಂಗಳೂರು.
14. ಮಾನ್ಯ ಶಾಲಾ ಶಿಕ್ಷಣ ಮತ್ತು ಸಾಕ್ಷರತಾ ಸಚಿವರ ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿ, ವಿಧಾನಸೌಧ, ಬೆಂಗಳೂರು.
15. ಸರ್ಕಾರದ ಅಪರ ಮುಖ್ಯ ಕಾರ್ಯದರ್ಶಿರವರ ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿ, ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆ, ವಿಧಾನಸೌಧ, ಬೆಂಗಳೂರು.
16. ಸರ್ಕಾರದ ಉಪ ಕಾರ್ಯದರ್ಶಿ (ವಿಶ್ವವಿದ್ಯಾಲಯಗಳು), ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆ, ಬೆಂಗಳೂರು.
17. ಸರ್ಕಾರದ ಉಪ ಕಾರ್ಯದರ್ಶಿ (ಕಾಲೇಜು ಮತ್ತು ತಾಂತ್ರಿಕ ಶಿಕ್ಷಣ), ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆ, ಬೆಂಗಳೂರು.

Based on the order received from the parent university (Bangalore University - given above), the Board of Studies (Business Administration) of St. Francis de Sales College (Autonomous),has decided to adopt the grading scheme of the parent university for its BBA Syllabus from 2024 onwards

ST. FRANCIS DE SALES COLLEGE (AUTONOMOUS)

ABOUT THE COLLEGE

St. Francis de Sales College (Autonomous), popularly known as SFS College, is one of the leading Institutions of Higher Education in Bengaluru, Karnataka. Founded in 2004 with the vision of Excellence, Efficiency, and Transformation, and the Mission of Love of God and Service to Humanity, the College is run by the Missionaries of St. Francis de Sales (MSFS) of the South West India Province, also known as Fransalians. The College is accredited with "A" grade by NAAC, approved by AICTE, recognized under 2(f) & 12(b) by UGC, and certified under ISO 9001:2015. Permanently affiliated to Bangalore University, the College offers several degree programs at the Bachelors, Masters, and Doctoral levels under various disciplines. In 2024, St. Francis de Sales College received the Autonomous status, and it remains as a center for quality education, equipping the students with the skills, knowledge, and values needed to excel and make a meaningful impact in the world.

VISION AND MISSION

VISION
Excellence, Efficiency and Transformation.

MISSION
Love of God and Service to Humanity.

DEPARTMENT OF BUSINESS ADMINISTRATION

The school of Business and Management at SFS College is renowned for its innovative curriculum and commitment to fostering future business leaders. With a focus on practical learning, students engage in hands-on projects, internships and case studies to develop real-world skills. Faculty membersbring industry expertise, ensuring students receive relevant and up-to-date knowledge. The school also emphasizes ethical business practices and social responsibility, preparing graduates to make meaningful contributions to their communities.

VISION

Fostering trailblazers with strategic prowess and ethical commitment.

MISSION

Envisioning leaders with devotion to God for the betterment of humanity.

ELIGIBILITY CRITERIA

Candidates who have completed two years Pre – University course of Karnataka State or its equivalent as notified by the Government from time to time are eligible to seek admission for this programme. The students of other states and foreign countries are eligible in accordance with state and central government guidelines from time to time.

PROGRAMME STRUCTURE AND DURATION

The programme is for Three (03) years consisting of Six Semesters altogether. A candidate shall complete his/her degree within six (06) academic years from the date of his/her admission to the first semester. A Student who successfully completes Three (03) years of the programme will be awarded Bachelor's Degree in Business Administration (B.B.A) by Bangalore University.

PROMOTION

A candidate who has obtained a minimum of 40% marks in End Semester examination and an aggregate of 40% marks in each subject shall be eligible for a pass or exemption in that subject.

PROGRAMME OUTCOME(PO)

PO1	To have a clear and comprehensive understanding of aviation business and its operational environment, such as airports, airlines, cargo, safety, and regulations.
PO2	To help students learn the fundamentals of aviation management and its applications.
PO3	To enable students to be highly proficient in airline business management technology.
PO4	To demonstrate a high capability of all airline business management aspects (e.g. airline business law, aircraft types, basic reservation, and ticketing).
PO5	To demonstrate a broad core of business knowledge and be able to integrate and apply this knowledge to business situations requiring interdisciplinary and global perspectives.
PO6	To provide hands-on experience on the most widely used computerized reservation system (CRS) for air ticketing and hotel reservation.
PO7	To prepare students to take the responsibility of full line of Finance function, H.R Function and Marketing Function in Aviation Industry.
PO8	To able the students to analyse and solve business problems using quantitative and qualitative methods
PO9	To help the students to understanding of ethical issues and professional standards specific to the aviation industry.
PO10	To help the students for entry-level management positions or advanced roles in aviation-related fields, such as airline management, airport operations, or aviation consultancy.
PO11	To Proficient the students in core business areas such as management, finance, marketing, and human resources, tailored to the aviation sector.
PO12	To enable the students to develop and implement business strategies specific to the aviation industry

CONTINUOUS INTERNAL ASSESSMENT

S.No	ASSESSMENT	MARKS
1	Continuous Internal Assessment (C1 & C2)	20 marks
2	End Semester Examination	80 marks

S.NO	ASSESSSMENTS	COMPONENTS	MARKS & ATTENDANCE	IA MARKS
1	Unit Test I (25% of syllabus)	C1	20	2.5
2	Skill-Based Activities: Case Study / Seminar / Assignment / Quiz	C2	10	5
3	Mid Semester Examination (50% of syllabus)	C2	80	5
4	Unit Test II (25% of syllabus covered after the MSE)	C1	25	2.5
4	Attendance 75.00% - 79.99% - 1 Mark 80.00% - 84.99% - 2 Marks 85.00% - 89.99% - 3 Marks 90.00% - 94.99% - 4 Marks 95.00% - 100.00% - 5Marks	C1	Minimu75%	5
		Total		**20 marks**
SEC SUBJECTS				
1	Attendance 75.00% - 79.99% - 1 Mark 80.00% - 84.99% - 2 Marks 85.00% - 89.99% - 3 Marks 90.00% - 94.99% - 4 Marks 95.00% - 100.00% - 5Marks	C1	Minimum 75%	5
2	Mid Semester Examination/Model Practical Examination	C2	40	5
		Total		**10 Marks**
		Total		**20 marks**

EXTERNAL EVALUATION

THEORY COURSE

There shall be a written semester examination at the end of each semester for all theory courses of duration of 3 hours with maximum 80 marks. A question paper may contain short answer type and long essay type questions. The question paper pattern is as follows.

SECTION-A **1.** a, b,c, d, e, f, g, h, i, j	(Conceptual questions) Answer any SEVEN out of TEN questions. Each question carries 2 Marks	(07 X 02 = 14 Marks)
SECTION-B: **2,3,4,5.6**	(Analytical questions) Answer any THREE out of FIVE questions. Eachquestion carries 8 Marks	(03 X 08 = 24 Marks)
SECTION C: **7,8,9.10,11**	(Essay type questions) Answer any THREE out of Five questions. Eachquestion carries 14 Marks	(03 X 14 = 42 Marks)
	Total	**80 Marks**

GRADING SYSTEM

Table of Conversion of % Marks to grade point:

% Marks	Grade Point
96-100	10
91-95	9.5
86-90	9.0
81-85	8.5
76-80	8.0
71-75	7.5
66-70	7.0
61-65	6.5
56-60	6.0
51-55	5.5
46-50	5.0
41-45	4.5
40	4

Final Result/Grade Description:

Semester/ Programme % of Marks	Semester GPA/ Programme/ CGPA	Grade Alpha Sign	Result/Class Description
90.1-100	9.01-10.00	O	Outstanding
80.1-90.0	8.01-9.00	A+	First Class Exemplary
70.1-80.0	7.01-8.00	A	First Class Distinction
60.1-70.0	6.01-7.00	B+	First Class
55.1-60.0	5.51-6.00	B	High Second Class
50.1-55.0	5.01-5.50	C	Second Class
40.0-50.0	4.00-5.00	P	Pass Class
Below 40	Below 4.0	F	Re-Appear

Semester Course
Wise Credits
Semester I

SEMESTER- I								
Course Code	**Title of the Course**	**Paper**	**Working Hours**	**Duration of Exam (hrs.)**	**IA**	**Uni. Marks**	**Total Marks**	**Credits**
Part 1 Languages	**Language- I (Indian / Foreign Languages)**	**24KAN/HIN/ADE/11B**	**45**	**3**	**20**	**80**	**100**	**3**
	Language- II (Generic English)	**24BBA12B**	**45**	**3**	**20**	**80**	**100**	**3**
Part 2 Core Papers	**Fundamentals of Accounting**	**24BBA13B**	**60**	**3**	**20**	**80**	**100**	**4**
	Introduction to Airline Industry	**24BBA14B**	**60**	**3**	**20**	**80**	**100**	**4**
	Soft Skills for Service Industry	**24BBA15B**	**60**	**3**	**20**	**80**	**100**	**4**
	Quantitative Analysis for Business	**24BBA16B**	**60**	**3**	**20**	**80**	**100**	**4**
Part 3 Compulsory	**Environmental Studies**	**24EVS1X**	**30**	$1\frac{1}{2}$	**20**	**30**	**50**	**2**
SUB- TOTAL (A)					**140**	**510**	**650**	**24**

Semester II

SEMESTER- II								
Course Code	**Title of the Course**	**Paper**	**Working hrs (L+T+P**	**Duration of Exam (hrs.)**	**IA**	**Uni. Marks**	**Total Marks**	**Cred its**
Part 1 Languages	Language- I (Indian / Foreign Languages)	24KAN/ HIN/ADE/ 11 B	45	3	20	80	100	3
	Language- II (Generic English)	24BBA22B	45	3	20	80	100	3
Part 2 Core Papers	Data Analysis for Business Decisions	24BBA23 B	60	3	20	80	100	4
	Organizational Behaviour	24BBA24 B	60	3	20	80	100	4
	Introduction to Airport Operations	24BBA25 B	60	3	20	80	100	4
	Ground Handling Operations	24BBA26 B	60	3	20	80	100	4
Part 3 Compulsory	Travel &Tourism Management	24TTM2X	30	$1\frac{1}{2}$	20	30	50	2
SUB- TOTAL (A)					**140**	**510**	**650**	**24**

24BBA13B FUNDAMENTALS OF ACCOUNTING

Course Code:	24BBA13B	Course Title	FUNDAMENTALS OF ACCOUNTING	
Course Type	DSC	Contact Hours	4 Hours per Week	60 HOURS
Credit	4	Domain	MANAGEMENT	
Syllabus				
I	**INTRODUCTION TO ACCOUNTING**			**8 HOURS**
	Introduction – Meaning and Definition – Objectives of Accounting – Functions of Accounting– Uses of Accounting Information – Limitations of Accounting – Terminologies used in accounting - Accounting Process and Cycle – Basis of Accounting - Cash basis and Accrual Basis – Accounting Equations - Branches of accounting - Accounting Principles – Accounting Concepts and Accounting Conventions.			
II	**ACCOUNTING PROCESS**			**14 HOURS**
	Process of Accounting - Double entry system – Kinds of Accounts – Rules-Transaction Analysis – Journal – Ledger – Balancing of Accounts – Trial Balance – Illustrations on Journal, Ledger Posting and Preparation of Trial Balance.			
III	**SUBSIDIARY BOOKS**			**14 HOURS**
	Meaning – Significance – Types of Subsidiary Books –Purchases Book, Sales Book (With Tax Rate), Purchase Returns Book, Sales Return Book, Bills Receivable Book, Bills Payable Book. Types of Cash Book- Simple Cash Book, Double Column Cash Book and Petty Cash Book (Illustrations only on Two Column Cash Book and Petty Cash Book).			

IV	**FINANCIAL STATEMENTS OF PROPRIETARY CONCERN 14 HOURS** Introduction to Financial Statement, Income Statement /P&L A/c and Balance Sheet - Preparation of Statement of Profit and Loss and Balance Sheet of a proprietary concern with special adjustments like Depreciation, Outstanding and Prepaid Expenses, Outstanding and Received in Advance of Incomes, Provision for Doubtful Debts, Drawings and Interest on Capital. **SUGGESTED ADDITIONS** **Types of Balance sheet, adjustment with purchase returns, sales returns, appreciation of assets.**
V	**BANK RECONCILIATION STATEMENT 10 HOURS** Definition and purpose of Bank Reconciliation Statement (BRS) – Importance is reconciling Bank Statements and Bank Accounts prepared in Businesses – Causes for Differences between Cash Book and Pass Book – Timing differences, outstanding cheques and deposits in transit, Errors in the Cash Book and Bank Statements, Bank charges and Interest, Direct debits, standing instructions and auto payments dishonored cheques – Preparation of Bank Reconciliation Statement. Problems **Suggested additions** **Preparation of bank reconciliation statement, Forms of BRS-Theory.**

1. S.Anil Kumar,V. Rajesh Kumar and B.Mariyappa–Fundamentals of Accounting, HimalayaPublishing House.
2. Dr. S.N. Maheswari, Financial Accounting, Vikas Publication
3. S P Jain and K. L. Narang, Financial Accounting, Kalyani Publication
4. Radhaswamy and R.L. Gupta, Advanced Accounting, Sultan Chand
5. M.C. Shukla and Goyel, Advanced Accounting, S Chand.
6. Hanif and Mukherjee, Financial Accounting, McGraw Hill Publishers
7. Arulanandam & Raman; Advanced Accountancy, Himalaya Publishing House

COURSE OBJECTIVES

The Subject Accounting for Business typically aims to introduce students to the

fundamentalsof accounting skills, integrate accounting principles with practical business

applications, focusing on how accounting information is used in decision-

Making within businesses.

COURSE OUTCOME

COURSE CODE	COURSE DESCRIPTION
CO1	Understand the basic Concepts of Accounting
CO2	Analyse and create Journal Entries and Prepare Ledger Account
CO3	Analyse, Evaluate and Prepare Subsidiary Books.
CO4	Analyse Trial Balance and Evaluate and Create Final Accounts of Proprietory.
CO5	Analyse and Evaluate the Reconciliation of Pass Book and Cash Book.

PEDAGOGY

Classroom lecture, tutorials, Group discussion, Seminar, Case studies,fieldwork.

SKILL DEVELOPMENT

1. List out the accounting concepts and conventions.
2. Prepare a Bank Reconciliation Statement with imaginary figures
3. Collect the financial statement of a proprietary concern and record it.
4. Prepare a financial statement of an imaginary company using spreadsheet
5. Any other activities, which are relevant to the course.

24BBA14B INTRODUCTION TO AIRLINE INDUSTRY

Course Code:	24BBA14B	Course Title	**INTRODUCTION TO AIRLINE INDUSTRY**	
Course Type	DSC	Contact Hours	4 Hours per Week	**60 HOURS**
Credit	4	Domain	MANAGEMENT	
Syllabus				
I	**AIRLINE INDUSTRY OVERVIEW** **12 HOURS** History of aviation, types of airlines (full-service, low-cost, hybrid, ultra-low-cost) - Airline alliances, code sharing agreements, interline agreements -Airline business models (network carriers, point-to-point, low-cost carriers) - Airline revenue models (passenger, cargo, ancillary revenue) **SUGGESTED ADDITIONS** **History-Development of Commercial aviation**			
II	**AIRLINE OPERATIONS** **12 HOURS** Aircraft types and configurations (narrow-body, wide-body, regional jets) - Aircraft performance and limitations - Flight operations (departure, cruise, arrival) - Air traffic management (ATC) system, air navigation services - Airport operations (terminal operations, baggage handling, ground transportation) - Cargo operations (air freight, express delivery) - Airline maintenance (line maintenance, heavy maintenance)			
III	**AIRLINE ECONOMICS AND FINANCE** **12 HOURS** Airline cost structure (fixed costs, variable costs) - Revenue management, yield management, pricing strategies - Airline profitability and financial analysis - Airline accounting and reporting - Airline taxation and regulation - Airline financing (debt, equity,leasing)			

IV	**Module No. 4: Airline Industry Environment** **12 HOURS** International Civil Aviation Organization (ICAO), International Air Transport Association (IATA) - National aviation authorities and regulations - Safety regulations (ICAO Annexes, national regulations) - Security regulations (aviation security, passenger screening) - Environmental regulations (emissions, noise pollution) - Competition and antitrust issues - Airport congestion and capacity management **SUGGESTED ADDITIONS** **Directorate General of Civil Aviation (DGCA)-Functions**
V	**EMERGING TRENDS AND CHALLENGES** **10 HOURS** Digitalization and technology (e-commerce, mobile apps, AI, blockchain) - Customer experience management (loyalty programs, service quality) - Airline distribution (direct channels, indirect channels, GDS) - Sustainability initiatives (carbon emissions reduction, biofuels) - Low-cost carrier competition Airline industry consolidation and mergers

REFERENCE BOOKS:

1. Cross, R. (2016). *The airline business: An introduction*. Routledge.

2. Windrum, P. (2014). *The economics of airline markets*. Cambridge University Press.

3. Doganis, R. (2002). *The airline business*. Routledge.

4. IATA publications and reports.

COURSE OBJECTIVES:

The Subject aims to introduce students to the operations of the Airline Industry and its Emerging trends.

COURSE OUTCOME	
COURSE CODE	**COURSE DESCRIPTION**
CO1	Understand the historical development and structure of the airline industry.
CO2	Analyse the economic factors influencing airline profitability and competitiveness.
CO3	Explain the role of key players (airlines, airports, government, air traffic control) inthe aviation ecosystem.

CO4	Evaluate the impact of regulatory frameworks on airline operations and passengerexperience.
CO5	Assess the challenges and opportunities presented by emerging technologies andsustainability initiatives.

PEDAGOGY
Classroom lecture, tutorials, Group discussion, Seminar, Case studies,fieldwork etc.,

SKILL DEVELOPMENT

1. Case studies of major airlines and industry events.

2. Group projects on airline business plans or marketing strategies.

3. Industry guest lectures from airline executives or aviation experts.

4. Research on specific aviation topics.

5. Data analysis and presentation of airline industry trends.

24BBA15B
SOFT SKILLS FOR SERVICE INDUSTRY

Course Code:	24BBA15B	Course Title	SKILLS FOR SERVICE INDUSTRY	
Course Type	DSC	Contact Hours	4 Hours per Week	**60 HOURS**
Credit	4	Domain	MANAGEMENT	
Syllabus				
I	**COMMUNICATION SKILLS** **10 HOURS** Verbal communication (clarity, conciseness, active listening) - Non-verbal communication (body language, facial expressions, gestures) - Interpersonal communication (building rapport, empathy, active listening) - Public speaking (overcoming stage fright, structuring a speech, delivery) - Presentation skills (visual aids, audience engagement) - Interculturalcommunication (cross-cultural understanding, effective communication) - Written communication (business writing, email etiquette, report writing)			
II	**INTERPERSONAL SKILLS** **12 HOURS** Emotional intelligence (self-awareness, self-regulation, social awareness, relationship management) - Empathy and understanding - Conflict resolution (negotiation, mediation, compromise) - Teamwork and collaboration (group dynamics, roles, responsibilities) - Leadership (influence, motivation, decision making).			
III	**CUSTOMER SERVICE EXCELLENCE** **12 HOURS** Customer-centric approach (understanding customer needs, exceeding expectations) - Service recovery (handling complaints, resolving issues) - Building customer loyalty (relationship building, retention strategies) - Service quality standards (benchmarking, service delivery) - Customer feedback and analysis.			
IV	**PROBLEM SOLVING AND DECISION MAKING** **12 HOURS** Problem identification and definition - Problem-solving techniques (brainstorming, SWOTanalysis) - Decision-making models (rational, intuitive, bounded rationality) – Critical thinking (analysis, evaluation, synthesis) - Creativity and innovation (idea generation,problem-solving).			

V	**AVIATION GROOMING STANDARDS AND PERSONAL DEVELOPMENT** **10 HOURS** Importance of personal grooming in the aviation industry - Grooming etiquette for men and women - Hair and makeup guidelines - Uniform and accessories (selection, maintenance) - Hygiene and health (personal care, grooming habits) - Body language and posture (professional demeanour) - Personal branding and image management. **SUGGESTED ADDITIONS:** **Personality development- Components of Personality development**

REFERENCE BOOKS
1.   Carnevale, P. J., & Laster, D. V. (2014). *Listening: The forgotten skill*. John Wiley &Sons.
2.   Covey, S. R. (2004). *The 7 habits of highly effective people*. Simon & Schuster.
3.   Nordstrom, R., & Youssef, C. (2011). *Delivering knock-your-socks-off service* HarperCollins.

COURSE OBJECTIVES
The basic objective of this course is to familiarize the students with the importance of the communication skill in the aviation industry and the need for personality development and grooming needs in the industry.

COURSE OUTCOME	
COURSE CODE	**COURSE DESCRIPTION**
CO1	Demonstrate effective communication and interpersonal skills.
CO2	Apply problem-solving and decision-making techniques in service-oriented
CO3	Exhibit teamwork and collaboration skills.
CO4	Deliver exceptional customer service.
CO5	Adhere to aviation grooming standards and maintain a professional appearance.

PEDAGOGY

Classroom lecture, tutorials, Group discussion, Seminar, Case studies,fieldwork

SKILL DEVELOPMENT

1. Role-playing exercises.
2. Mock interviews.
3. Customer service simulations.
4. Grooming and etiquette workshops and personality assessments.

24BBA16B QUANTITATIVE TECHNIQUES FOR BUSINESS

Course Code:	24BBA16B	Course Title	QUANTITATIVE TECHNIQUES FOR BUSINESS
Course Type	DSC	Contact Hours	4 Hours per Week **60 HOURS**
Credit	4	Domain	MANAGEMENT
Syllabus			
I	**PERCENTAGES, RATIOS AND PROPORTIONS** **12 HOURS** Percentages - Meaning of Percent, Meaning of Percentage-Difference between Percent and Percentage Expression of Percent-Calculation of Percentage – Overview of ratios- Basic Terms of Ratios- Types of Ratios- Simple Problems- Overview of Proportions- Basic Terms- Properties of Proportion-Simple problems on Direct and Inverse proportion **SUGGESTED ADDITIONS:** **Meaning of Ratios and Proportions, Continued Proportions**.		
II	**EQUATIONS AND SET THEORY** **16 HOURS** Meaning and Types of Equations-Linear Equation – Meaning & Problems-Simultaneous Equation – Meaning and Problems with only two variables (Elimination method and Substitution method)-Quadratic Equation – Meaning and Problems under Factorization and Formula method. Meaning- Representation of a Set-Types of Set-Operations on Sets- Union-Intersection-Disjoint Sets-Complement of a Set-Difference of Two Sets-Venn Diagrams- Properties of Set Operations-De-morgan's Law- Practical Problems on Union and Intersection of Two Sets		
III	**BASIC CONCEPTS OF PERMUTATIONS AND COMBINATIONS 12 HOURS** Introduction- - Fundamental principle of counting - Factorial Notation-Permutations- Permutation with Repetition -Permutation of Alike Objects -Permutation under Restriction- - COMBINATION- Relation between Permutation and Combination - Combinations under Restrictions- Combinations of Alike Objects		

IV	**MATRICES AND DETERMINANTS**	**10 HOURS**
	Meaning-Types of Matrices-Addition-subtraction and Multiplication-Matrices.Determinants of order two and three-Adjoint & Inverse of a Matrix-Problems on linear equations in two variables using Cramer's rule.	
V	**QUANTITATIVE FINANCE**	**10 HOURS**
	Definition of Interest and Other Terms- Simple Interest & Compound Interest-Effective rate of Interest- Present Value and Future Value-Perpetuity- Annuity-Sinking Fund-Valuation of Bonds-Calculating of EMI- Simple problems.	

REFERENCE BOOKS
1. Saha: Mathematics for Cost Accountants, Central Publishers
2. R.G. Saha& Others – Methods & Techniques for Business Decisions, VBH
3. Dr. Sancheti& Kapoor: Business Mathematics and Statistics, Sultan Chand
4. Zamarudeen: Business Mathematics, Vikas
5. R.S Bhardwaj: Mathematics for Economics & Business
6. Madappa, Mahadi Hassan, M. Iqbal Taiyab – Business Mathematics, Subhash
7. G.R. Veena and Seema: Business Mathematics and Statistics I.K. Intl Publisher
COURSE OBJECTIVES
The Subject Accounting for Business typically aims to introduce students to the fundamentalsof accounting skills, integrate accounting principles with practical business applications, focussing on how accounting information is used in decision-Making within businesses.

COURSE OUTCOME	
COURSE CODE	**COURSE DESCRIPTION**
CO1	Develop critical thinking skills to analyse and interpret problems involving ratiosand proportions, and to choose appropriate strategies for solving them.
CO2	Recognize and apply equations in practical situations beyond the classroom,connecting theoretical concepts to everyday scenarios and other academic disciplines.
CO3	Students will demonstrate an understanding of fundamental concepts in set theory, including sets, elements, subsets, universal sets, and set operations
CO4	Develop logical reasoning skills through the study of permutations and combinations, including understanding implications and proofs involving theseconcepts.
CO5	Calculate returns on investments, understand the time value of money, and apply arithmetic principles to assess investment opportunities.

PEDAGOGY

Classroom lecture, tutorials, Group discussion, Seminar, Case studies,fieldwork etc.,

SKILL DEVELOPMENT

1. Prepare a chart showing different types of ratios.
2. Collect the total price of any two commodities with different quantities and calculatethe price of each commodity using simultaneous equation methods.
3. By using imaginary data perform set operations and represent in Venn Diagram.
4. By Selecting cricket team squad choose various combination of team of 11 and apply combination concepts.

24BBA23B DATA ANALYSIS FOR BUSINESS DECISION

Course Code:	24BBA23B	Course Title	DATA ANALYSIS FOR BUSINESS DECISION	
Course Type	DSC	Contact Hours	4 Hours per Week	**60 HOURS**
Credit	4	Domain	MANAGEMENT	
Syllabus				
I	**INTRODUCTION TO STATISTICS** **12 HOURS** Introduction, Meaning, Definitions, Features, Objectives, Functions, Importance and Limitations of Statistics -Data Series- Individual, discrete and continuous. Classification of Data-Requisites of Good Classification of Data.-Types of Classification – Quantitative and Qualitative Classification (Concepts only)- Types of Presentation of Data – Textual Presentation, Tabular Presentation, One-way Table- Important terminologies – Variable, Quantitative Variable, Qualitative Variable, Discrete Variable, Continuous Variable, Dependent Variable, Independent Variable, Frequency, Class Interval, Tally Bars-Simple Problems- Graphical Representation of Data- Pie Chart- Bar Graph **SUGGESTED ADDITIONS:** **How analysis can be made with collected data collection and analysis by using various tools.**			
II	**MEASURES OF CENTRAL TENDENCY & DISPERSION 12 HOURS** Meaning and Objectives of Measures of Tendency- Definition of Central Tendency- Requisites of an Ideal Average, -Types of Averages--Arithmetic Mean-Median-Mode- Empirical Relation between Mean, Median & Mode-Graphical Representation of Median & Mode-Ogive Curves-Histogram- Problems-Meaning of Dispersion-Standard Deviation, Co-efficient of Variation-Problems			
III	**CORRELATION & REGRESSION ANALYSIS** **12 HOURS** Correlation: Meaning and Definition - Uses – Types – Karl Pearson's coefficient of correlation – probable error – Spearman's Rank Correlation Coefficient. Regression: Meaning, Uses, Regression lines, Regression Equations. Correlation Coefficient throughRegression Coefficient **SUGGESTED ADDITIONS:** **Usage of correlation and regressions in research analysis**			

IV	**TIME SERIES**	**10 HOURS**
	Introduction – Meaning – Uses –Components of Time Series –Methods of Trends-Methodof Moving Averages Method of Curve Fitting by the Principle of Least Squares - Fitting astraight-line trend by the method of least squares and Computation of Trend Values (when $\sum X = 0$) including Graphical presentation of trend values – Problems.	
V	**THEORY OF PROBABILITY**	**12 HOURS**
	Probability: Definitions and examples -Experiment, Sample space, Event, mutually exclusive events, Equally likely events, Exhaustive events, Sure event, Null event, Complementary event and independent events. Mathematical definition of probability, Definition of Conditional Probability. Statements of Addition and Multiplication laws of probability. Problems on Probabilities, Conditional probabilities, Probabilities using Addition and Multiplication laws of probabilities (without use of permutations and combinations).	

REFERENCE BOOKS
1. Anand Sharma: Statistics For Management, HPH
2. S P Gupta: Statistical Methods- Sultan Chand, Delhi
3. D.P Apte; Statistical Tools for Managers.
4. Dr. B N Gupta: Statistics (Sahityta Bhavan), Agra.
5. S.C Gupta: Business Statistics, HPH
6. N.V.R Naidu: Operation Research I.K. International Publishers
7. Ellahance: Statistical Methods, Kitab Mehel.
8. Sanchethi and Kapoor: Business Mathematics, Sultan Chand
9. Veerachamy: Operation Research I.K. International Publishers
S. Jayashankar: Quantitative Techniques for Management
COURSE OBJECTIVES
To familiarize the students with various Statistical Data Analysis tools that can be used for effective decision making. Emphasis will be on the application of the concepts learnt to variousmanagerial situations.

COURSE OUTCOME	
COURSE CODE	**COURSE DESCRIPTION**
CO1	Develop critical thinking skills to analyse and interpret problems involving ratiosand proportions, and to choose appropriate strategies for solving them.
CO2	Recognize and apply equations in practical situations beyond the classroom,connecting theoretical concepts to everyday scenarios and other academic disciplines.
CO3	Students will demonstrate an understanding of fundamental concepts in set theory, including sets, elements, subsets, universal sets, and set operations
CO4	Develop logical reasoning skills through the study of permutations and combinations, including understanding implications and proofs involving theseconcepts.
CO5	Calculate returns on investments, understand the time value of money, and apply arithmetic principles to assess investment opportunities.

PEDAGOGY

Interactive Lectures, Case Studies, Group Projects & Presentations, GuestLectures, Simulations, Online Resources.

SKILL DEVELOPMENT

1. Collect data from at least 5 friends about their monthly expenditure on Mobile Recharge, Cosmetics, Chats and Other Expenses and present the same in a TabularForm.

2. Collect data about marks scored in Accountancy in PUC from at least 30 students ofyour class and calculate Arithmetic Mean.

3. Collect the data about the age of at least 10 married couples and compute correlation coefficient.

4. Collect the turnover of a company for 7 years and predict the sales of 8th year byusing method of least square.

5. Conduct random experiments (coin, dice and pack of cards) and record the results byusing probability laws.

6. Group Discussion on importance of data analytics in aviation industry.

7. Industrial Visit to Airport and Travel by flight is important

8. Case studies on HUB and SCOOP model

9.   Netflix documentary on baggage management

24BBA24B ORGANISATIONAL BEHAVIOUR

Course Code:	24BBA24B	Course Title	ORGANISATIONAL BEHAVIOUR
Course Type	DSC	Contact Hours	4 Hours per Week 60 HOURS
Credit	4	Domain	MANAGEMENT
Syllabus			
I	**INTRODUCTION TO ORGANIZATIONAL BEHAVIOUR** **12HOURS** Nature and scope of organizational behaviour - Historical development of OB - Organizational culture and climate - Values, attitudes, and job satisfaction - Organizational citizenship behaviour and counterproductive work behaviour.		
II	**INDIVIDUAL BEHAVIOUR 10 HOURS** Personality and individual differences - Perception and attribution - Learning and performance - Motivation theories (Maslow, Herzberg, McClelland, Vroom) - Job design and work redesign - Stress and burnout.		
III	**GROUP DYNAMICS AND TEAMS 10 HOURS** Group formation and development - Group structure and roles - Group norms and cohesiveness Communication in groups - Conflict management styles - Teamwork and collaboration - Leadership theories (autocratic, democratic, laissez-faire, transactional, transformational) - Power and influence in organizations.		
IV	**ORGANIZATIONAL STRUCTURE AND DESIGN 12 HOURS** Organizational structure (functional, divisional, matrix, network) - Organizational culture and change Organizational development interventions - Human resource management and OB. SUGGESTED ADDITIONS Organisational structure of Airline Industry.		

V	CONTEMPORARY DYNAMICS IN ORGANIZATIONALBEHAVIOR 12 HOURS
	Diversity and inclusion - Organizational ethics - Global organizations and cultural differences - Technology and organizational behaviour - Employee well- being and work-life balance. **SUGGESTED ADDITIONS** **Employee well-being and work life balance in aviation industry. The role of technology in work-life balance**.

REFERENCE BOOKS

1. Fred Luthans: Organisational Behaviour – McGraw hill
2. Stephen Robins: Organisational Behaviour
3. Shashi. K. Gupta: Organisational Behaviour – Himalaya Publications
4. K. Ashwathappa: Organisational Behaviour – Himalaya Publications
5. Sharma, S Organizational Behaviour, Tata McGraw-Hill Education,
6. Hellriegel, Slocum and Woodman- Organisational Behaviour- South Western
7. Thomson Learning. John W Newstrom- Organisational Behavior

COURSE OBJECTIVES

This course is designed to equip the students with the tools necessary to understanding dynamics of individual and group behavior for efficient and effective utilization of human resources in the organizations.

COURSE OUTCOME	
COURSE CODE	**COURSE DESCRIPTION**
CO1	To understand the behaviour of individual and groups in the Organization.
CO2	To access the potential impact of organizational factors (such as change, culture,and structure) on organizational behaviour.
CO3	To Analyse and apply the practical experience in the field of Management andOrganization Behaviour.
CO4	To demonstrate the leadership styles and apply the concepts of personality,perception, attitude, and motivation.
CO5	To develop skills and ability to work as individual and in groups to achieve organizational goals.

PEDAGOGY

Interactive Lectures, Case Studies, Group Projects & Presentations, GuestLectures, Simulations, Online Resources.

SKILL DEVELOPMENT

- Collect data from at least 5 friends about their monthly expenditure on Mobile Recharge, Cosmetics, Chats and Other Expenses and present the same in a TabularForm.

- Collect data about marks scored in Accountancy in PUC from at least 30 students ofyour class and calculate Arithmetic Mean.

- Collect the data about the age of at least 10 married couples and compute correlation coefficient.

- Collect the turnover of a company for 7 years and predict the sales of 8th year byusing method of least square.

- Conduct random experiments (coin, dice and pack of cards) and record the results byusing probability laws.

24BBA25B INTRODUCTION TO AIRPORT OPERATION

Course Code:	24BBA25B	Course Title	**INTRODUCTION TO AIRPORT OPERATION**	
Course Type	DSC	Contact Hours	4 Hours per Week	**60 HOURS**
Credit	4	Domain	MANAGEMENT	
Syllabus				
I		**INTRODUCTION TO AIRPORTS AND THE AVIATION INDUSTRY** **12HOURS** The Role of Airports in the Air Transportation System - Types of Airports and their Classifications (Based on Size, Traffic Volume, Function) - The Economic Impact ofAirports on Local Communities - An Overview of the Global Aviation Industry.		
II		**AIRPORT INFRASTRUCTURE AND FACILITIES** **– 12 HOURS** Airside Operations: Runways, Taxiways, Aprons, Hangars - Landside Operations: Terminals, Passenger Processing Facilities, Cargo Facilities - Airport Support Facilities: Maintenance Areas, Fuel Depots, Emergency Services – Sustainability Considerations in Airport Infrastructure Development.		
III		**AIRSIDE OPERATIONS AND AIRCRAFT HANDLING** **-12 HOURS** Aircraft Ground Handling Services (Pushback, Towing, De-icing) - Turnaround Management and Time Optimization - Air Traffic Control (ATC) Procedures and Communication - The Role of Ground Support Equipment (GSE) in Aircraft Operations.		

REFERENCE BOOKS:

1. Airport Operations Management (Angela Giacometti Manganelli & Nigel Wyatt, Latest Edition). Kogan Page Publishers.
2. Introduction to Air Transport Management (Graham Davies, Latest Edition). Routledge.
3. Airport Planning and Management (Michael R. Brückner, Latest Edition). McGraw-Hill Education.

IV	**LANDSIDE OPERATIONS AND PASSENGER SERVICES -8 HOURS** Passenger Check-in and Baggage Handling Processes - Aviation Security Screening Procedures and Regulations - Passenger Boarding and Disembarkation Processes - Customer Service and Airport Amenities for Passengers. **Suggested additions** **Dangerous goods (DGR), Handling of DGR**
COURSE OBJECTIVES:	**AIRPORT MANAGEMENT AND FUTURE OF OPERATIONS 16 HOURS** Passenger Check-in and Baggage Handling Processes - Aviation Security Screening
This course is designed to equip the students with the tools necessary to understanding the strategies for airport management operations.	Procedures and Regulations - Passenger Boarding and Disembarkation Processes - Customer Service and Airport Amenities for Passengers.

COURSE OUTCOME	
COURSECODE	**COURSE DESCRIPTION**
CO1	Identify the key components of airport infrastructure (terminals, runways, taxiways, cargo facilities).
CO2	Explain the different types of airport classifications and their operationalcharacteristics.
CO3	Describe the airside operations involving aircraft movements, groundhandling, and turnaround processes.
CO4	Analyse the landside operations including passenger check-in, baggage handling, security screening, and boarding procedures.
CO5	Calculate returns on investments, understand the time value of money, and apply arithmetic principles to assess investment opportunities.

PEDAGOGY

Classroom lecture, tutorials, Group discussion, Seminar, Case studies,fieldwork etc.,

SKILL DEVELOPMENT

1. Case studies analyzing real-world scenarios involving operational

challenges at airports (e.g., delays, disruptions).

2. Simulations of passenger check-in and baggage handling processes.

3. Group projects on developing solutions to improve efficiency in specific areasof airport operations (e.g., security screening, turnaround time).

4. Research projects on the impact of specific technologies (e.g., self-servicekiosks on airport operations.

5. Presentations on emerging trends and future developments in airport management.
6. DGR- Simulation environment or lab.

24BBA26B GROUND HANDLING OPERATION

Course Code:	24BBA26B	Course Title	GROUND HANDLING OPERATION
Course Type	DSC	Contact Hours	4 Hours per Week 60 HOURS
Credit	4	Domain	MANAGEMENT
Syllabus			

I	**INTRODUCTION TO GROUND HANDLING OPERATIONS-12 HOURS** Definition, importance, and scope – Roles and Functions of Ground Handling Staff –Types of services provided (e.g. Passenger handling, baggage handling,aircraft servicing – Regulatory Framework (BCAS, MOCA, DGCA) **SUGGESTED ADDITIONS** **Different departments in airport.**
II	**AIRCRAFT ARRIVAL AND DEPARTURE PROCEDURES 12 HOURS** Arrival Procedures (Aircraft marshalling, parking, and de-boarding processes.)- Departure Procedures (Preflight checks, boarding processes, and pushback procedures)- Turnaround Management –(Efficient management of aircraft turnaround times.)- Coordination with Other Services: (Interaction with air traffic control, catering, and maintenance.)
III	**PASSENGER AND BAGGAGE HANDLING 12 HOURS** Passenger Services: Check-in processes, boarding procedures, and handling special needs - Baggage Handling: Baggage check-in, screening, loading, and delivery - Lost and Found: Procedures for managing lost baggage and passenger claims – Customer Service: Effective communication and problem-solving techniques.
IV	**SAFETY AND SECURITY PROCEDURES 8 HOURS** Safety Protocols: Safety regulations, emergency response, and incident management- Security Measures: Screening procedures, baggage security, and anti-terrorism measures - Compliance: Adherence to national and international security regulations-Training and Certification: Required certifications and training programs for groundhandling staff.

V	**TECHNOLOGY AND INNOVATION IN GROUND HANDLING**
	Ground Handling Equipment: Overview of equipment used (e.g., tugs, belt loaders, allequipment's to be taken – powered and non-powered - Technology Integration: Use of technology in ground handling (e.g., automated systems, tracking tools) -Future Trends: Innovations and future trends in ground handling operations - Case Studies:

Examination of successful ground handling operations and technologies in practice.

REFERENCE BOOKS:

COURSE OUTCOME	
COURSE CODE	**COURSE DESCRIPTION**
CO1	Understanding of Ground Handling Operations
CO2	Proficiency in Aircraft Arrival and Departure Procedures
CO3	Expertise in Passenger and Baggage Handling
CO4	Knowledge of Safety and Security Procedures
CO5	Awareness of Technology and Innovation

1. "Aircraft Ground Handling Operations" by S. M. Raza
2. "Introduction to Airport Management" by Peter Morrell
3. "Fundamentals of Aviation Ground Handling" by Lisa M. Thomas
4. "Aviation Security: A Guide to Ground Handling" by Gerald L. Smith

COURSE OBJECTIVES:

This course is designed to equip the students with the necessary to understanding the strategies for Ground Handling Operations.

PEDAGOGY

Classroom lecture, Tutorials, Group discussion, Seminar, Case studies,Fieldwork etc.,

SKILL DEVELOPMENT

1. Include an analysis of the importance and scope of each role in the overallground handling operations.
2. Evaluate how the turnaround times are managed and the coordination withother services like air traffic control, catering, and maintenance.
3. Discuss customer service techniques, focusing on effective communicationand problem-solving.
4. Analyze future trends and innovations that may impact ground handling operations.

24TTM2X: TRAVEL & TOURISM MANAGEMENT

Course Code:	24TTM2X	Course Title	TRAVEL & TOURISM MANAGEMENT	
Course Type	Compulsory Course	Contact Hours	2Hours per Week	30 HOURS
Credit	2	Domain	MANAGEMENT	
Syllabus				
I	Module No. 1: Introduction to Travel and Tourism -6 HOURS Definition and scope of travel and tourism - Historical development of the industry - Importance of tourism to economies - Types of tourism (domestic, international, adventure, etc.) - Tourism products and services			
II	Module No.2: Airline Ticketing Fundamentals- 6 HOURS Structure of the airline industry - Fare construction and components - Fare calculation process - Fare rules and restrictions - Fare discounts and surcharges			
III	Module No.3: Airline Reservations and Ticketing Systems 6 HOURS Global Distribution Systems (GDS) - Passenger Name Record (PNR) - Ticketing process (issuance, refunds, rebooking) - E-ticketing - Airline reservation systems			
IV	Module No.4: Airline Customer Service 6 HOURS Customer service standards in the airline industry - Handling passenger inquiries and complaints - Special passenger services (unaccompanied minors, disabled passengers) - Crisis management in airline operations			
V	Module No,5: IATA Regulations and Industry Practices 6 HOURS IATA regulations and standards - Airline and airport codes (IATA, ICAO) - Time zone differences and their impact on travel - Cargo handling and documentation			

REFERENCE BOOKS:
1. " Middleton, V., & Clarke, J. R. (2015). *Tourism: The business of leisure*. Routledge. 2. Hall, C. M. (2019). *The tourism industry*. Pearson. 3. IATA publications on fare calculations, airline and airport codes

COURSE OBJECTIVES:
The **course objectives** for a program in **Travel and Tourism Management** typically aim to provide students with the knowledge, skills, and expertise required to succeed in the dynamic travel and tourism industry.

COURSE OUTCOME	
COURSE CODE	**COURSE DESCRIPTION**
CO1	Understand the structure and dynamics of the travel and tourism industry.
CO2	Analyze the various components of the tourism product and their interrelationships.
CO3	Apply airline ticketing procedures and fare calculations effectively.
CO4	Utilize airline reservation systems and ticketing software.
CO5	Provide excellent customer service in an airline ticketing environment.

PEDAGOGY

Classroom lecture, Tutorials, Group discussion, Seminar, Case studies,Fieldwork etc.,

Skill Developments Activities:
1. Airline reservation system practice
2. Fare calculation exercises
3. Customer service simulations
4. Case studies of airline ticketing challenges

5. Industry guest lectures from airline ticketing professionals