1. Course (module) name	2. Code
Ground Services Management	N200AM16BNVM035

3. Lecturer (s)	4. Division(s)
Coordinator: Lect. Kevin Steele **Other (s):**	Business School

5. Cycle of studies	6. Course (module) level	7. Course (module) type
First	Course is not divided into parts	Mandatory

8. Delivery form	9. Delivery period	10. Delivery language (s)
Full-time	Semester 7	English

11. Requirements for students	
Preliminary requirements:	**Associated requirements (if any):**
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12. Scope of course (module) in ECTS credits	13. Full workload of a student (hours)	14. Contact work hours	15. Independent work hours
3	80	20	60

16. Course (module) purpose: competences developer by the course programme
This course aims to give students an overview of exactly what happens at an airport, with passengers, cargo, baggage, aircraft, and all the services provided. It will also be a good grounding for students wishing to work in Airport Management

17. Relation of the course targets with the expected results of studies and evaluation methods of studies and student achievement

Results (targets) of the course	Results of the course	Methods of studies	Evaluation methods of academic achievements
Students have to gain the ability to identify problems independently, observe new opportunities and develop new products and services that provide added value to the aviation sector.	Understand what happens at checkin with passengers and baggage, and need for checkin closeout	Informative, via lectures	Tests, Examination
	Understand all the services provided to an aircraft during a turnaround, including fuel, power, catering, crew, cargo, passengers and baggage, ATC, Engineering, and the 'countdown' to an ontime departure	Informative, via lectures Creative, via group presentations	Tests, Examination, and Assessment of group and individual presentations
	Understand the resources required for an aircraft turnaround, and plan these resources in off-schedule, and peak resource situations	Informative, via lectures Creative, via group presentations	Tests, Examination, and Assessment of group and individual presentations

18. Course content		
Topics	Contact work hours and learning method	Time of independent studies and tasks

	Lectures	Consultations	Seminars	Exercises	Laboratory work	Practice	All contact work	Independent work	Tasks
Introduction to Ground Services Management	2	-	2	-	-	-	**4**	**30**	Allocated precourse work
Passenger, Baggage, Cargo and Mail flows	2	-	2	-	-	-	**4**	**10**	Team Presentation
How to trim an aircraft	1	-	1	-	-	-	**2**	**5**	Interim test and presentation
Aircraft Documentation, including Loadsheet, PIL, ATC Flightplan, Fuel Sheet etc	2	-	2	-	-	-	**4**	**10**	Team Presentation
Aircraft Departure Countdown	2	-	2	-	-	-	**4**	**10**	Team presentation
Offschedule Operations	1	-	1	-	-	-	**2**	**5**	Team Decisions Workshop
								10	Preparation for Final Exam
Total	**10**	-	**10**	-	-	-	**20**	**80**	

19. Strategy and criteria of student assessment			
Assessment method	**Per cent**	**Delivery time**	**Evaluation criteria**
Individual tasks	50%	During the semester	Students will be split into teams, and then allocated roles within that team, ie Department Heads of Checkin, Passenger arrival/departures/boarding, Ramp Services and Technical. At the end of each day, and sometimes before lunch, each team will present their decisions (and why) on the topics covered each day. Points will be allocated to each individual within the team, for the understanding of the topic presented. Roles will then change for the next presentation. Each person will be marked 1 (poor) to 5 (excellent) for each presentation, with 50% as the passmark.
Examination and Test	50%	During the Semester	Exam will last 60 minutes, and will be a combination of a) one word answers b) one paragraph answers c) some calculations

20. Sources of study, literature
Mandatory sources of study, literature
www.britannica.com/technology/airport. Futureairport.com/features (see Baggage and Cargo Handling)
Additional sources of study, literature
Wikipedia Airport. MBASkool.com/Business-Articles-Operations/321-airport-management-operational-strategy.html