

| 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 | |
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| Preliminary requirements: | Associated requirements (if any): |
| - | - |

| 12. Scope of course (module) in ECTS credits | 13. Full workload of a student (hours) | 14. Contact work hours | 15. Independent work hours |
|--|--|------------------------|----------------------------|
| 6 | 80 | 20 | 60 |

| 16. Course (module) purpose: competences developer by the course programme |
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| 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 |
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| 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 |