

1. Course (module) name	2. Code
Airline Operation and Management	N200AM16BNVM015

3. Lecturer (s)	4. Division(s)
Coordinator: Lect. Anthony Palmer	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 4	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
6	160	40	120

16. Course (module) purpose: competences developer by the course programme
To give the understanding of airline operations firstly from the customer perspective and showing the interactions with the airport and other agencies and then looking at specific functions.

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.	To be able to describe the key elements of Airline Operations from the perspective of a passenger, considering the process elements involved in delivering a customer journey.	Lectures, discussions, group case study, group task, individual task	Examination and assessment of the group task(s) and of individual task.
	To be able to describe the division of responsibilities for ground handling functions at airports.		
	To be able to identify the phases of flight; key aircraft characteristics that define it's operating capability; sketch a payload range diagram and explain the factors that constrain payload and range in each part of the diagram.		
	To understand the organisations involved in the aviation industry regulation and licensing structure; the steps involved in planning a simple flight; the role of modern digital communications in aircraft operations; the concept of aircraft performance		

	monitoring and its implications for the company and crew		
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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
1. Ground Handling	2	-	2	-	-	-	4	13	Analysis of scientific literature
2. Aircraft Performance	2	-	2	-	-	-	4	14	Analysis of scientific literature Case study
3. Airline Flight Operations	4	-	2	-	-	-	6	13	Analysis of scientific literature Teamwork
4. Airport Design	2	-	2	-	-	-	4	13	Analysis of scientific literature Practical task
5. Aviation Security	2	-	2	-	-	-	4	13	Analysis of scientific literature Case study
6. Technical Services	2	-	2	-	-	-	4	14	Analysis of scientific literature Group homework and its delivery
7. The Aircraft Turnaround	2	-	2	-	-	-	4	14	Analysis of scientific literature Teamwork mini-project
8. Operations Control	2	-	4	-	-	-	6	14	Analysis of scientific literature Case analysis, discussion
9. Airport Emergency Services	2	-	2	-	-	-	4	12	Analysis of scientific literature Teamwork mini-project and its presentation
Total	20	-	20	-	-	-	40	120	

19. Strategy and criteria of student assessment			
Assessment method	Per cent	Delivery time	Evaluation criteria
Assessment of group task presentation	25%	During the semester	Timely work, quality solution, proposed new ideas, insights and compliance with the assessment methodology
Assessment of individual task presentations	20%	During the semester	Timely work, content and accuracy of the work, logic, problem-thinking
Examination	55%	During the session	Evidence of understanding the subject through appropriate answers to the questions (50%), clear and

			concise answers (30%), depth of analysis (10%), logic (10%).
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20. Sources of study, literature			
Mandatory sources of study, literature			
<p>Book: Airport Operations, Third Edition by Norman J Ashford, Stanton, Moore, Coutu and Beasley (ISBN: 9780071775847) pub: McGraw Hill</p> <p>Guidebook to Airport Design http://onlinepubs.trb.org/onlinepubs/acrp/acrp_rpt_025v1.pdf</p> <p>Airside Safety Handbook 4th Edition ACI http://www.aci.aero/Publications/Safety-Security-Operations</p> <p>Airport Infrastructure Security Thales Group https://www.thalesgroup.com/sites/default/files/asset/document/Thales%20WP_Airport%20Security%20Risk%20Management_HR_January08.pdf</p> <p>Improving airline operations efficiency McKinsey http://www.mckinsey.com/industries/travel-transport-and-logistics/our-insights/the-hidden-value-in-airline-operations</p> <p>academic paper on Operations Control http://www.atmseminar.org/seminarcontent/seminar6/papers/p_043_tfo.pdf</p> <p>Airport Sustainability AOA paper http://www.aoa.org.uk/wp-content/uploads/2014/09/AOA-Sustainable-Airports-Report.pdf</p>			
Additional sources of study, literature			
Additional sources will be offered by teacher during the course.			