

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

3. Lecturer (s)	4. Division(s)

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
6	160	40	120

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 on-time 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. Strategy and criteria of student assessment			
Assessment method	Per cent	Delivery time	Evaluation criteria
Individual tasks	45%	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 45% as the passmark.
Examination and Test	55%	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