

**OBE based Teaching Lesson Plan 2019-20**

**Program: B.Com Travel and Tourism**

**Course Name: : TRANSPORT MANAGEMENT**

**Course Code: C2 15 AR 403**

**Semester: IV**

**Lecture hours: 60**

**Faculty in-charge: Ms. Nikhath Asrar**

<b>Course Outcome No.</b>	<b>Course Outcomes</b>	<b>T level Indicator</b>
1	Explain the requirements of being professional in Rail, Road, Water and Air means of Transport and challenges in the Job opportunities of Air transport.	T2
2	Identify all those activities of Airport handling range from check in counters to Baggage services.	T1
3	Analyze the key components of the air and Sea transport- Industry such as types of Aircraft, processes governing bodies, International Air transport regulations, Ancillary services, types of cruise, cruise products, selling tools and terms and conditions and their essential characteristics.	T4
4	Analyze the key components of the Land and Railway transport- Industry such as types of Car, Camper, Van, Buses and Coaches, Railway products, European time table, Special trains for tourist passengers and its rentals and their essential characteristics.	T4
5	Give accurate advice on requirements for travel documents such as passport, Visas, Health	T1

	documentations and its application procedure customs, health and currency requirements and share the benefits of travel insurance.	
6	Illustrate the mechanism of TIMATIC reference making by emigration officials of the host country across the world.	T3

<b>Module No. &amp; Topics Covered</b>	<b>Course Outcome No.</b>	<b>No. of Lecture Hours</b>	<b>Pre-Class Activity</b>	<b>Instructional techniques</b>	<b>Assessment</b>	<b>Level</b>
<b>Module 1:</b> <b>An Introduction -Transport Industry</b> History/Origin of Aviation and other means of transport (Rail, Car, Sea) Industry - Key Historical Milestones - Benefits and Challenges in this profession Various Job Opportunities - How airlines work? - Anatomy of an Airline - Requirements for being an Airline professional.	CO1	04hrs	References	Lecture and Interaction along with PPT	Discussion, Questions & Answers	T2
<b>Module 2: Air transportation and Passenger Customer Service</b> Passenger Service -	CO2	8 Hrs	Videos and References	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Discussions</li> <li>• Video Presentation</li> </ul>	Discussion, Questions & Answers	T1

<p>Introduction to Airport Handling - Definition and Nature Of Work - Procedure at Check-in counters - Segregation of passengers - Floor Walking - Quick check-in procedures - Lounge Management - Customer Assistance at the Airport - Boarding Gate</p> <ul style="list-style-type: none"> <li>- Manual / Automated check</li> <li>- Baggage Services - Types of Baggage Concept</li> <li>- Excess Baggage check</li> <li>- Importance of Tagging the Baggage</li> <li>- Ramp Service</li> <li>- Co-ordination with various Departments</li> <li>- Loading and Off-Loading</li> <li>- On-Time Performance</li> <li>- Arrivals - Handling Complaints / Queries</li> <li>- Follow-up of Lost/ Damaged Luggage</li> <li>- Basics of Load and Trim</li> <li>- Checklist for Flight Handling.</li> </ul>						
<p><b>Module 3 –The Air and Sea Transportation Industry</b></p> <p>Air Transport-Industry, Types of Air Craft and features, Terminologies-Introduction-Importance-</p>	CO3	10 Hrs	Reading and Discussions	Lecture /Interaction and PPT	Quizzes Cross word puzzles Q&A Preparation of Infographics	T4

<p>Processes-Bodies governing Air transport, International Air Transport Regulations- Ancillary Services - Sea Transport- Introduction- Ferries- Types of Cruise - Cruise Industry Structure - Cruise Products – Selling tools Broacher reading – Terms and conditions.</p>						
<p><b>Module 4 – The Land and Railway Sector</b>  Land Transport Introduction-Road Transportation- Tourist-Car &amp; Camper-Car Rental Industry- Camper Vans Rentals – Buses and Coaches - Rail Transportation- Rail Products- Luxury/ Fast train – European Time Table-Special Trains for Tourist-Car &amp; Camper-Car Rental Industry- Camper Vans Rentals – Buses and Coaches.</p>	CO4	18 Hrs	References in India Tourism websites	Lecture /Video/ Interaction and PPT	Evaluation through assignments .	T4
<p><b>Module 5 – International Travel Documentation</b>  Introduction- Passport-Types- Passport fees- Security features-</p>	CO5	12 Hrs	References – Karnataka tourism websites , visiting KSTDC office	Lecture /Interaction and PPT	Evaluation through MCQ's and Descriptive test.	T1

Penalty on offence- Contents of a Passport, VISA- Definition, Types of VISA- VISA forms- VISA Refusal- VISA Exemptions-VISA Fees , Visa process, application procedure of (USA, Schengan, U.K) Health Documents- Yellow fever- Cholera- International Certificate of Vaccination- Meningococcal diseases- Miscellaneous Documents-How to obtain Health Documents						
<b>Module 6 –          TIMATIC (EBT –          CD)</b> TIMATIC reference for passenger’s travel requirement of Passport –Visa – Customs - Currency and Airport Tax.	CO6	8 Hrs	Referring  E- brochures of reputed tour operators and travel companies	Lecture /Interaction and PPT	. Quizzes Cross word puzzles Q&A	T6

1.

### Continuous Internal Assessment -

Sl No	Nature of CIA Evaluation	Probable dates
1	Video Preparation	02.12.2019 to 08.12.2019

<b>2</b>	<b>Maintaining Record book</b>	19.02.2020 to 23.02.2020
----------	--------------------------------	--------------------------

**Books for Reference:**

1. *Travel and Tourism Management from IATA*
2. *Travel & Tourism management from WTO*
3. *Travel & Tourism management from west wind Aviation Academy, Arizona, USA.*
4. *Chawla, Romila – Transport and Tourism*
5. *Dhar, PremNath – International Touri*

**Approved by:**