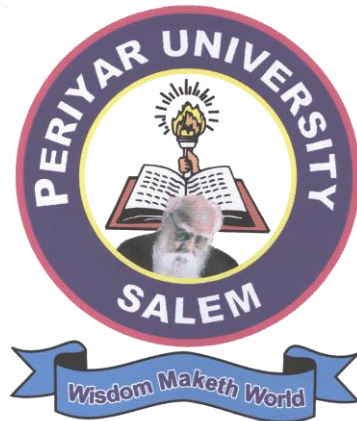


Annexure -

PERIYAR UNIVERSITY

SALEM – 636 011



PERIYAR INSTITUTE OF DISTANCE EDUCATION (PRIDE)

CERTIFICATE IN AIR HOSTESS

REGULATIONS & SYLLABUS

(Effective from the calendar year 2009 and thereafter)

CERTIFICATE IN AIR HOSTESS

Regulations

1. CONDITION FOR ADMISSION:

A candidate who have passed the Secondary Examination (Academic Stream) conducted by the Government of Tamil Nadu or an examination as equivalent to 10th course including CBSE, which have been recognized by the Periyar University or any other University accepted by the syndicate as equivalent there to subject to such conditions as may be prescribed therefore shall be permitted to appear and qualify for the Certificate in Air Hostess degree examination of this university after a course of study of ONE academic year.

2. DURATION OF THE COURSE:

The course of the Certificate in Air Hostess shall consist of one academic year.

3. ELIGIBILITY FOR THE DIPLOMA:

A candidate shall be eligible for the Certificate in Air Hostess if he/she has satisfactorily undergone the prescribed course of study for a period of not less than one year and passed the examinations in all papers.

4. COURSE OF STUDY:

The course of study shall comprise instruction in books prescribed from time to time.

1. Basics of Aviation
2. Role of Cabin Crew
3. Aviation Nursing
4. Aviation Psychology & Personality Enhancement

5. SCHEME OF EXAMINATIONS:

Sl.No	Paper Code	Title of the Paper	Exam Duration	Max.Marks
1.		Basics of Aviation	3 hrs	100
2.		Role of Cabin Crew	3 hrs	100
3.		Aviation Nursing	3 hrs	100
4.		Aviation Psychology & Personality Enhancement	3 hrs	100
Total Marks				400

6. EXAMINATIONS:

The examination shall be three hours duration to each paper at the end of the year. The candidate failing in any subject(s) will be permitted to appear for each failed subject(s) in the subsequent examination.

7. PASSING MINIMUM:

A candidate shall be declared to have passed the examinations in a theory of study only if he/she scores not less than 40 marks out of 100 in the university examinations.

8. CLASSIFICATION OF SUCCESSFUL CANDIDATES:

Candidate who secures not less than 60% of the aggregate marks in the whole examination shall be declared to have passed the examination in **FIRST CLASS**. All other successful candidates shall be declared to have passed in **SECOND CLASS**. Candidates who obtain 75% of the marks in the aggregate shall be deemed to have passed the examination in **FIRST CLASS WITH DISTINCTION** provided they pass all the examinations prescribed for the course in the first appearance.

Certificate courses

7. QUESTION PAPER PATTERN

TIME: 3 Hrs

MAX.MARKS:100

PART-A (5x5=25)

(Answer all the questions)

(Two questions from each unit with internal choice)

PART-B (5x15=75)

(Answer all the questions)

(Two questions from each unit with internal choice)

PAPER I - BASICS OF AVIATION

1) AIRPORT

Prior to Boarding

Domestic - Ticketing - Baggage Screening, Check -in, Airport Security, Hold Area -National, International -Ticketing - Baggage Screening - Check -in - Airport Security - Immigration Health Officer - ATC - Runway, Taxiway, Apron, Bay - Aerobridge (wherever available) - directly docked to terminal building for embarkation / disembarkation - stepladders for passengers - Ramp - Conveyer Belt - Check in Counter - Security Hold area.

Boarding Point

Ambulift : For Wheel Chairs, Stretcher patients, Old and infirm patients - **Air borne aircraft:** Crew, PAX, Cargo, Mail, Company, Stores, Dip Mail, Fuel - Fuel on board - **Load:** Fuel, Pax, Cargo, Stores, Mail, Passengers Baggage Loading, Catering Loading for In-flight Consumption, Fuel Loading as per sector and time requirement, Aircraft - Airport Medical - Company Medical - Airport Health Officer - Airport Police Station.

Aircraft Act

Aircraft Rules - Regulation References.

2) AIR CREW (Aircraft Occupants)

Captain in command - Co-pilot - Primary Cabin Crew - Asst. Cabin Crew - Cabin occupants: Cabin crew - Passengers - Flight Engineers- Child passenger - Infant passenger - Cabin strength - Flight duty time limitation (FDTL)

3) AIRCRAFT

Configuration - Airbus - ATR - Aero plane - Boeing - Cockpit - Cabin - Primary Controls - Aileron - Elevators - Rudder - Tail - Exit Wing - Nose Wheel -

Landing Wheel - Exits - Flight: Flight definition, Charter flight, Delayed flight, Test flight, Training flight, Ferry flight, Scheduled flight, Supernumery – Theories of Flight: Meteorology, Atmosphere - Movements of flight: Rolling, Yawning, Pitching - Criteria for exit wing passengers

4) IN-FLIGHT EQUIPMENTS

Including equipments for passenger entertainment and communication

5) AVIATION STUDIES

Aviation studies – Air craft knowledge – Phonetics – IATA abbreviations – Domestic Airports / International Airports – Airport duties.

References :

1. Aircraft Manual 2006 (India) – The Aircraft Act and Rules made thereunder
2. Aeronautical Information Publication – AIP – Airports Authority of India
3. Rules of The Air – International Civil Aviation Organisation (ICAO)
4. Aeronautical Information Service – AIS - Airport Authority of India
5. International Air Transport Association (IATA) – Medical Manual

PAPER II - ROLE OF CABIN CREW

1) AIRHOSTESS ROUTINE PROCEDURES

Pre-flight duties - Pre-flight medical - Pre-flight briefing - Pre-flight screening procedure - Safety equipment checks - Cabin safety check list - Aircraft attendant panel checks - Gallery checks - Lavatory checks - Passenger boarding - In-flight documents - Passenger safety briefing - Safety announcement - Passengercabin preparation - Before take off - Before landing - Cockpit non-distraction procedure for take off and landing - No contact period - Take off - Landing.

2) GROUND DUTIES

Mock-up drill - Fire drill - Timing drill - FTDL - Reporting - Post reporting - Medical

3) IN FLIGHT DUTIES

Admission to cockpit - Aircraft interference with: aisles, alcohol and drugs/narcotics, animals - Apron - Safety procedures - Arrest of passenger - Behavior - Dishonesty - Blankets - Board threat - Brace position - Cabin attendants - Cabin security - Carry on baggage - DGCA inspectors - Child - child/infant restraint - Cockpit - Crew complement - Crew member - Defects and reporting - Drugs - Emergency lighting and escape path - marking - Emergency locator transmitter - Practical evacuation demonstration - Ditching demo - Exits general - Marking placards - Lighting - Row seating false statements - Fire - Hazardous material - Incidents - Accidents - Intoxicated persons - Oxygen - Carriage of chemically generated oxygen - Refueling

4) IN FLIGHT EMERGENCY DUTIES

During services - Before normal landing - Arrival duties after landing - Disarming of doors - Open of doors - Transit station duties - Carriage of courtesy mail - Handling of unruly passengers - Aircraft emergencies - In flight emergencies

5) AIR – HOSTESS / FLIGHT ATTENDENTS

Different types of passenger and handling – Different types of foods/meals/beverages – Different types of passenger handling – Different types of announcements – Responsibilities, duties of Air Hostess and Flight Purser.

References :

1. Transport Canada -TP – 12295E – Flight Attendant Manual Standard
2. Flight Safety Foundation -Publication - Cabin Crew Safety – September - October 2004

PAPER III - AVIATION NURSING

1) INTRODUCTION

Health Tourism - Global village - Aviation Medicine: Hypoxia, Barotrauma, Decompression Sickness, Motion sickness, Jetlag, Deep Vein Thrombosis etc - Physical changes of normal individual in altitude – Physical changes of sick - passengers in altitude.

2) HANDLING OF SICK & INCAPACITATED PASSENGERS

Defective children - Carriage of dead bodies - Various ailments on board - Care of pregnant mother – Infant - Management of acute conditions: Chest pain, Abdominal pain, Fever, Vomiting etc. - Handling of cancer passengers - Post operative passengers - Stretcher passengers - Wheel chair passengers – Handicapped passengers - Aged passengers

3) PUBLIC HEALTH AT AIRPORT

Death on Board - Death - Ambulance lift - Airport Health Officer -Airport Medical Dept.

4) AIRLINE PUBLIC HEALTH

Airport Medical Dept - Airline Hygiene - Airline food handling - Aircraft disinfections - Aircraft waste disposal - Airline food - Catering services - Intoxicated passenger.

5) FIRST AID AND EMERGENCY TRAINING

Procedures following an accident - First-Aid Kits - Head Injuries – Burns - Severe Bleeding - Severe Shock - Fractured or Broken Limbs - Quarantine Identification of various types of infections – basic quarantine procedure.

References :

1. International Air transport Association (IATA) – Medical Manual
2. Fundamentals of Aerospace Medicine 3rd Edition, 2002 - Roy L DeHart, Jeffrey R Davis.
3. Aerospace Medical Association (Air Transport Medical Committee) 1996. Medical Guidelines for Air Travel Aviation, Space and Environmental Medicine, 67,No.10,Section II , B 1-16.
4. Cabin Crew Information - Flight Safety Australia Articles (2000 - 2007).
5. International Health Regulations (1969) .3rd annotated Edition. Geneva: World Health Organisation,1992.
6. Airline Hygiene: by M.J.Kelly and S.E. Mooney in Aviation Medicine,3rd edition, Butter worth & Heinemann,2000.
7. “Guide to Hygiene and Sanitation in Aviation” Bailey J. 2nd ed World Health Organisation, Geneva.
8. Human Performance and Limitations in Aviation. R.D.Campbell and M.Bagshaw - 81-87.

PAPER VI - AVIATION PSYCHOLOGY & PERSONALITY ENHANCEMENT

1) AVIATION PSYCHOLOGY

World tour & History - Crew Resource Management - Judgment - Situational Awareness - Human Factors - Stress Management - Fatigue management - Understanding one's on motivational level and motivating others - Crisis management skill - Over coming negative thoughts and nurturing positive mental attitude - Over coming phobias - Accident analysis - Accident statistics.

2) PERSONALITY ENHANCEMENT

Dress Code - Dress up sense - Presentability - Front office reception - Sitting - Resume making - Group discussion - Care of (i) hair, (ii) nails, (iii) teeth and (iv) skin - Hygiene - Diet & weight (health) - Sitting and standing posture - Social distance - Interpersonal skills - Ramp walking - Face reading - Personality development - Social skills - Time management.

3) CONFLICT MANAGEMENT

Concept of conflict - Causes of conflict - Types of conflict - Strategies for conflict resolution - Proactive mechanisms - Reactive mechanisms of conflict resolution.

4) ETIQUETTE And MANNERS

Etiquette and Manners - Etiquette and body language - Etiquette of greeting people - Mobile Phone Etiquette - Etiquette with children - Air Travel Etiquette - Etiquette of Introductions - Etiquette with senior citizens, important people and foreign visitors.

5) UNDERSTANDING BODY LANGUAGE

Gestures and their meanings – Hand shake styles – Eye signals – smiling gestures – Hand-to-Face gestures – Territorial gestures – Territories and Zones – Understanding attitudes through Body Gestures.

References :

1. Human Performance and Limitations in Aviation. R.D.Campbell and M.Bagshaw - 89-146
2. Cabin Crew Information - Flight Safety Australia Articles (2000-2007)
3. International Air Transport Association (IATA) – Medical Manual
4. Personality Development – Transform Yourself – Rajiv K Mishra
5. Personal Excellence – Ken Shelton
6. Organizational Behaviour – LM.Prasad, Sultan Chand.