Annexure –

PERIYAR UNIVERSITY

SALEM – 636 011

PERIYAR INSTITUTE OF DISTANCE EDUCATION (PRIDE)

DIPLOMA IN AIR HOSTESS & FLIGHT / CRUISE / STEWARDSHIP

REGULATION & SYLLABUS

(Effective from the calendar year 2009 and thereafter)

DIPLOMA IN AIR HOSTESS & FLIGHT / CRUISE / STEWARDSHIP

Regulations

1. CONDITION FOR ADMISSION:

A candidate who have passed the Higher Secondary Examination (Academic Stream) conducted by the Government of Tamil Nadu or an examination as equivalent to 10 +2 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 Diploma in Air Hostess & Flight / Cruise / Stewardship degree examination of this university after a course of study of ONE academic year.

2. DURATION OF THE COURSE:

The course of the Diploma in Air Hostess & Flight / Cruise / Stewardship shall consist of one academic year.

3. ELIGIBILITY FOR THE DIPLOMA:

A candidate shall be eligible for Diploma in Air Hostess & Flight / Cruise / Stewardship 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. Communicated English
2. Personality Development & Aviation Communication
3. Basics of Aviation
4. Role of Cabin Crew
5. Aviation Psychology & Personality Enhancement
6. Project Work*

5. SCHEME OF EXAMINATIONS:

Sl.No	Paper Code	Title of the Paper	Exam Duration	Max.Marks
1.		Communicated English	3 hrs	100
2.		Personality Development & Aviation Communication	3 hrs	100
3.		Basics of Aviation	3 hrs	100
4.		Role of Cabin Crew	3 hrs	100
5.		Aviation Psychology & Personality Enhancement	3 hrs	100
6.		Project Work*		100
		Total Marks		**600**

* **Note: The students should be trained for Project in any of the companies in the Airline & Airport industry.**

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 is 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.

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 - COMMUNICATIVE ENGLISH

1) **Fluency Building** – Word match – reading aloud – recognition of attributes – listening, speaking, reading, and writing in communication - listening and reading comprehension.

2) **Listening and Speaking skills** – Active vs Passive listening – Speech vs enunciation – tone – humour – etiquette.

3) **Reading and writing skills** – Skimming and scanning in reading – spotting and correcting errors in writing – structuring the written work.

4) **Individual and Intermediary Communication** – Self-advertising – talking about oneself – overcoming shyness and mental blocks – ice breakers in conversations – greetings and introductions – communication boosters, aura words, verbal crutches, eye contacts, voice, posture and gesture.

5) **Social Communication** – Polite yet assertive communication – tackling questions – seeking permission – expressing gratitude – gender fair language – cultural codes in communication – empathy and sensitivity to such codes.

References:

1. Monipally, Mathakutty M 2001 Business Communication Strategies, New Delhi – Tata McGraw Hill.

2. Sasikumar. V and P.V. Dhamiji 1993 – Spoken English: A Self-Learning Guide to Conversation Practice, New Delhi - Tata McGraw Hill.

3. Pease, Allan 1998- Body Language, How to read others thought by their Gestures, New Delhi – Sudha Publications.

4. Mohan Krishna and Meena Banerji 2001 – Developing Communication Skills – Macmillan

PAPER II – PERSONALITY DEVELOPMENT AND AVIATION COMMUNICATION

1) **Personality Development** - Know your personality - Behaviour traits – Motivation - Self-motivation - Blocking and unblocking communication - Verbal & non-verbal communication.

2) **Positive attitude** - Definition - Winner attitude - Right stuff - Maturity challenge - Creating affluence - Be positive - Character traits - Action Plan & feed back.

3) **Interpersonal skills** – Definition - Types - Interview skills - Creating best impression – Answering interview question - Bring it all together - Preventability - Event management - Formal and informal groups.

4) **AVIATION COMMUNICATION**

Types- ICAO Regulations - Written and Voice Communication - Body Language - Speech Communication - Readbacks and Hearbacks – Recommendations - Role of Noise in Communication - Case Study – Automatic Speech Recognition (ASR)

5) **SPOKEN FRENCH**

Fluency Building - Basic Learning and Speaking Skills in Communication - Specialized Learning Speaking Skills in Aviation Communication - Basic translation skill - Accent neutralization

References:

1. Monipally, Mathakutty M 2001 Business Communication Strategies, New Delhi – Tata McGraw Hill.

2. Sasikumar. V and P.V. Dhamiji 1993 – Spoken English: A Self-Learning Guide to Conversation Practice, New Delhi - Tata McGraw Hill.

3. Pease, Allan 1998- Body Language, How to read others thought by their Gestures, New Delhi – Sudha Publications.

4. Mohan Krishna and Meena Banerji 2001 – Developing Communication Skills – Macmillan

5. Personality Development – Transform Yourself – RAJIV K MISHRA

6. Personal Excellence – KEN SHELTON

7. 101 Ways To Better Communication – ELIZABETH TIERNEY

8. 101 Ways To Make a Professional Impact – ELERI SAMPSON

9. The 10 Rules of Success – MRIDULA AGARWAL

PAPER III - 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 IV - 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 Pursers.

References :

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

PAPER V - 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.