

COURSE TITLE	INTRODUCTION TO CABIN CREW DUTIES & CABIN CREW MANAGEMENT
COURSE CODE	04AH0201
COURSE CREDITS	4

Course Outcomes: After completion of this course, student will be able to:

- 1 Differentiate between types of Passenger Aircraft, analyze Aircraft Interiors & Exteriors, and explain the Theory of Flight as it relates to aircraft operations.
- 2 Demonstrate knowledge of Cabin Crew Duties and Catering practices, including handling documentation, passenger profiling, in-flight discipline, crew management, meal service, and beverage service on domestic and international airlines.
- 3 Apply Regulatory Requirements and Dangerous Goods Regulations by understanding Aircraft Rules, Civil Aviation Requirements, and the Classification of Dangerous Goods in the aviation industry.
- 4 Respond effectively to On-Board Emergencies by demonstrating proficiency in using safety equipment, providing first aid during medical emergencies, and executing protocols for various emergency situations such as fire, depressurization, turbulence, and anti-terrorism scenarios
- 5 Exhibit Crew Resource Management skills by practicing situational awareness, effective communication, teamwork, and decision-making in simulated emergency scenarios, preparing them for real-world situations as cabin crew members.

Pre-requisite of course:None

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
4	0	0	25	30	20	25	0

Contents : Unit	Topics	Contact Hours
1	Introduction to Aircraft Types of Passenger Aircrafts: Understanding the classification and features of different types of passenger aircraft, Aircraft Interiors & Exteriors: Exploring the design, layout, and components of aircraft interiors and exteriors., Theory of Flight: Studying the principles and mechanics of flight, including lift, drag, thrust, and weight.	15

Contents : Unit	Topics	Contact Hours
2	Cabin Crew Duties, Catering – An Insight Documentation, Protocol & FDTL: Learning about documentation requirements, protocols, and Flight Duty Time Limitations for cabin crew. Passenger Profiling/Special Handling Passenger/In-flight Discipline: Understanding passenger profiling, handling special passengers, and maintaining in-flight discipline., Domestic & International Airlines - Crew Management: Exploring crew management practices in domestic and international airlines. Pre-flight, On Board & Post Flight Duties: Roles and responsibilities of cabin crew before, during, and after flights. Announcements: Guidelines for making in-flight announcements to passengers., Equipment (Cutlery, Crockery and Glassware): Familiarizing with cabin service equipment for meal and beverage service. Meals & Meal Courses: Understanding meal service procedures and course sequencing., Beverages (Alcoholic & Non-alcoholic), Cocktails, Mocktails : Serving alcoholic and non-alcoholic beverages, cocktails, and mocktails on board. Special Meals & Meal Codes: Catering to passengers with special dietary requirements and understanding meal codes., Class of Service: Differentiating service standards for various classes of passengers. Documentation: Managing documentation related to catering and in-flight services.	15
3	Regulatory Requirements & Dangerous Goods Regulation Aircraft Rules: Comprehending regulations and guidelines governing aircraft operations. Civil Aviation Requirements: Understanding civil aviation requirements and compliance standards, Classification of Dangerous Goods: Identifying different classes of dangerous goods and their handling procedures. Exceptions & Carriage Policy: Exceptions to dangerous goods regulations and policies for safe carriage.	15
4	On- Board Emergencies, Crew Resource Management & Interview handling Safety Equipment: Familiarizing with aircraft safety equipment and their usage. First Aid & Medical Emergencies: Responding to first aid situations and handling medical emergencies on board. Fire, Depressurization & Turbulence: Procedures for managing fires, depressurization incidents, and turbulence., Prepared & Unprepared Emergencies (Crash Landing & Ditching): Protocols for handling prepared and unprepared emergencies like crash landings and ditching. Anti-Terrorism, Hijack & Bomb Threat: Dealing with security threats such as terrorism, hijack, and bomb threats., Situational Awareness: Developing situational awareness for effective decision-making during emergencies. Communication, Teamwork & Decision Making: Enhancing communication, teamwork, and decision-making skills within the cabin crew., Practice Sessions: Conducting practical training sessions to simulate on-board emergencies and practice response procedures.	15
Total Hours		60

Textbook :

- 1 Airline “Cabin Crew” Training Manual, Emmy Arsonval Maniriho, Notion Press, 2002
- 2 The Wright Brothers, David McCullough, Simon & Schuster, 2016

References:

- 1 Strategic Airport Planning- , Strategic Airport Planning- , Robert E. Caves & Geoffrey D. Gosling, Elsevier Science Ltd., 1997

Suggested Theory Distribution:

The suggested theory distribution as per Bloom’s taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery					
Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking / Creative
20.00	30.00	25.00	15.00	10.00	0.00

Instructional Method:

- 1 THEORY

Supplementary Resources:

- 1 <https://www.airbus.com/en>
- 2 <https://www.boeing.com/>
- 3 https://www.scribd.com/document/710958313/Airline-Cabin-Crew-Training-Manual?_gl=1*18hdbtr*_up*MQ..*_ga*MTI4ODgwOTM5My4xNzc0MzYzNDcw*_ga_Z4ZC50DED6*czE3NzQzNjM0NjkkbzEkZzEkdDE3NzQzNjM0NjkkajYwJGwwJGgw*_ga_8KZ8BV0P5W*czE3NzQzNjM0NjkkbzEkZzEkdDE3NzQzNjM0NjkkajYwJGwwJGgw
- 4 <https://www.scribd.com/document/636875383/Untitled>