

COURSE TITLE	EMERGENCY HANDLING PROCEDURE IN SERVICE INDUSTRY
COURSE CODE	04AH0307
COURSE CREDITS	2

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

- 1 Analyse the importance of creating and implementing comprehensive emergency response plans for different types of emergencies.
- 2 Learn how to evaluate the probability and impact of emergencies and take proactive measures to mitigate them.
- 3 Equip students with the knowledge to handle basic first aid, medical emergencies, and health-related incidents in service environments
- 4 Learn how to tailor emergency plans to specific service sectors such as hotels, hospitals, airlines, or retail stores.
- 5 Develop basic first aid and medical response skills, including CPR and emergency care procedures, necessary for managing medical emergencies in service industries.

Pre-requisite of course:NA

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
2	0	0	50	30	20	0	0

Contents : Unit	Topics	Contact Hours
1	Introduction to Emergency Management Definition and Importance of Emergency Management, Types of Emergencies in Service Industries, Key Components of Emergency Management, First Aid and Medical Emergency Response	15
2	Leadership and Teamwork in Emergency Situations Leadership Principles during a Crisis, Team Coordination and Collaboration, Building a Crisis-Ready Team, Developing a Business Continuity Plan (BCP)	15
Total Hours		30

Textbook :

- 1 Introduction to Emergency Management, George D. Haddow, Jane A. Bullock, Damon P. Coppola, Elsevier, 2022
- 2 Emergency Management: The American Experience, Claire B. Rubin, William L. Waugh Jr., Robert S. McCauley, CRC Press, 2023

Textbook :

- 3 The On-Site Emergency Response Planning Guide for Office, Manufacturing, and Industrial Operations, Richard T. Vulpitta , National Safety Council, 2011

References:

- 1 Business Continuity and Emergency Management:, Business Continuity and Emergency Management:, Dominic Elliott, Dave L. Stathis, Wiley, 2020
- 2 Emergency Preparedness and Contingency Planning, Emergency Preparedness and Contingency Planning, Angela Gittens, Airports Council International, 2014

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 Project Based Learning, Case Based Learning, Flipped Classroom, Collaboration Learning