**GAU, School of Aviation, Civil Aviation and Cabin Services**

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| **Course Unit Title** | **Communication in Aviation I** |
| **Course Unit Code** | **CACS103** |
| **Type of Course Unit**  | **Compulsory, Civil Aviation and Cabin Services**  |
| **Level of Course Unit**  | **1st Year** |
| **National Credits** | **2** |
| **Number of ECTS Credits Allocated** | **0 ECTS** |
| **Theoretical (hour/week)** | **2** |
| **Practice (hour/week)** | **-** |
| **Laboratory (hour/week)** | **-** |
| **Year of Study** | **1** |
| **Semester when the course unit is delivered** | **1** |
| **Course Coordinator** |  |
| **Name of Lecturer (s)** |  |
| **Name of Assistant (s)** |  |
| **Mode of Delivery**  | **Face to Face and E-learning activities** |
| **Language of Instruction**  | **English** |
| **Prerequisites and co-requisites**  | **-** |
| **Recommended Optional Programme Components**  | **Basic background of Airports** |
| **Objectives of the Course:** |
| * **Teaching the basic communication principles.**
* **Teaching the fundamental principles of communication types in line of communication participants.**
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| **Course Description** |  |
| **This course will provide; Concept of communication and description, process in communication and elements in the process of communication (source, dialog, channel, receiver, codding, code-access, correlation frame, reflection, noise limiter, reverb selector perception), communication types in line of communication participants (inner communication, interpersonal communication, communication within group, intergroup communication), Mass communication and popular culture** |
| **Course Contents** |
| **Week** |  | **Exams** |
| **1** | **Communication concept, Communication process** |  |
| **2** | **Types of communication (Verbal, Non-verbal, organizational mass communication)** |  |
| **3** | **Types of communication (Verbal, Non-verbal, organizational mass communication)** |  |
| **4** | **Use of body language** |  |
| **5** | **Meeting and being introduced in corporate places** |  |
| **6** | **Meeting and being introduced in corporate places** |  |
| **7** | **Rules to be considered when using the phone, business correspondence and internet in the business environment** |  |
| **8** | **Midterm Exam** | **Midterm** |
| **9** | **Rules to be considered when using the phone, business correspondence and internet in the business environment** |  |
| **10** | **Effective communication, active listening and feedback** |  |
| **11** | **Effective communication, active listening and feedback** |  |
| **12** | **Courtesy, protocol and etiquette rules that must be taken into consideration in society in terms of effective communication** |  |
| **13** | **Courtesy, protocol and etiquette rules that must be taken into consideration in society in terms of effective communication** |  |
| **14** | **Revision, Exercises and Tutorial Class** |  |
| **15** | **Final Exam** | **Final** |
| **Recommended Sources** |
| **Textbook:** **Supplementary Material(s):**  |
| **Assessment** |
| **Attendance** | **5%** |  |
| **Assignments** | **10%** |  |
| **Project-Seminar** | **15%** |  |
| **Midterm Exam** | **25%** | **Written** |
| **Quizzes** | **10%** |  |
| **Final Exam** | **35%** | **Written**  |
| **Total** | **100%** |  |
| **ECTS Allocated Based on the Student Workload** |
| **Activities** | **Number**  | **Duration (hour)**  | **Total Workload(hour)** |
| **Hours per week (Theoretical)** | **15** | **3** | **45** |
| **Presenting of observations and tutorials as report** | **5** | **5** | **25** |
| **Preparation of the homework** | **5** | **5** | **25** |
| **Quizzes** | **2** | **11** | **22** |
| **Supervision**  | **1** | **17** | **17** |
| **Final Exam** | **1** | **22** | **22** |
| **Total Workload**  | **156** |
| **Total Workload/30 (h)** | **5.2** |
| **ECTS Credit of the Course** | **5** |