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

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| **Course Unit Title** | Passenger Safety and Satisfactions  |
| **Course Unit Code** | CACS205 |
| **Type of Course Unit**  | Compulsory, Civil Aviation and Cabin Services Students  |
| **Level of Course Unit**  | 2rd Year  |
| **National Credits** | 2 |
| **Number of ECTS Credits Allocated** | 0 ECTS |
| **Theoretical (hour/week)** | 2 |
| **Practice (hour/week)** | - |
| **Laboratory (hour/week)** | - |
| **Year of Study** | 2 |
| **Semester when the course unit is delivered** | 3 |
| **Course Coordinator** |  |
| **Name of Lecturer (s)** |  |
| **Name of Assistant (s)** |  |
| **Mode of Delivery**  | Face to Face and E-learning activities |
| **Language of Instruction**  | English |
| **Prerequisities and co-requisities**  | - |
| **Recommended Optional Programme Components**  | Basic background of Aviation English |
| **Objectives of the Course:** |
| * Teaching the basic procedures for passenger safety
* Teaching the basic skills for passenger satisfactions
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| **Course Description** |  |
| This course provides an overview about the passenger safety and satisfaction together with main developments and challenges that the major group of activities in aviation faces. The skills and responsibilities expected by the world’s leading airlines introduced in this course as well. Special emphasis is given to customer service and procedures for handling unusual situations during flight. |
| **Course Contents** |
| Week |  | Exam**s** |
| 1 | Introduction to Passenger Safety and Satisfaction |  |
| 2 | General Aviation Passenger Safety Briefing |  |
| 3 | Comfort and Amenities / Communication and Transparency |  |
| 4 | General Aviation Passenger Safety: Passenger with disabilities |  |
| 5 | Flying with Children (infant, child and UM) | Quiz #1 |
| 6 | Carry-on-Baggage |  |
| 7 | Tutorial and Revision Class |  |
| 8 | Midterm Exam | Midterm |
| 9 | Flying with Portable Electronic Devices |  |
| 10 | Passenger and Crew Health and Hygiene |  |
| 11 | Types of Turbulence: Staying Safe |  |
| 12 | Introduction to Passenger Satisfaction / Feedback and Continuous Improvement | Quiz #2 |
| 13 | Introduction to Passenger Satisfactions / Survey Command Carts and Digital Platforms |  |
| 14 | Exercise and Tutorial Class |  |
| 15 | Final Exam | Final |
| **Recommended Sources** |
| **Textbook:** **Supplementary Material(s):**  |
| **Assessment** |
| Attendance | 5% |  |
| Assignments | 10% |  |
| Project-Seminar | 10% |  |
| Midterm Exam | 30% | Written |
| Quizzes | 5% |  |
| Final Exam | 50% | 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 homeworks | 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 |