

UNIVERSITY OF MUMBAI

No.UG/ICC/2013-14/66
MUMBAI- 400 032
11th October 2013

The Senior Manager,
Federation of Indian Pilots,
Institute of Aviation and Aviation Safety (I.A.A.S.)
Air India Complex,
Old Air Port, Kalina,
Santacruz (East),
MUMBAI- 400 029.

Sir,

I am to inform you that the recommendation made by the Faculty of Science at its meeting held on 12th February, 2013 has been accepted by the Academic Council at its meeting held on 27th February, 2013 **vide** item No.4.5 and subsequently approved by the Management Council at its meeting held on 20th June, 2013, 21st June, 2013 and 11th July, 2013 **vide** item No.13 and that in accordance therewith, in exercise of the powers conferred upon the Management Council under Section 54 (1) and 55 (1) of the Maharashtra Universities Act, 1994, the Ordinances 6048 and 6049 and Regulations 8619, 8620, 8621, 8622 and 8623 and syllabus as per the Credit Based Semester & Grading System for Diploma in Aviation Safety and Hospitality is introduced, which is available on the University's web site (www.mu.ac.in) and that the same has been brought into force with effect from the academic year 2012-13.

Yours faithfully,

Deputy Registrar
Under Graduate Studies

A.C/4.5/27/02/2013
M.C/13/20/06/2013, 21/06/2013 &11/07/2013

No. UG/ 66 -A of 2012-13 MUMBAI-400 032 11th October, 2013

Copy forwarded with compliments for information to :-

- 1) The Dean, Faculty of Science.
- 2) The Chairman, **Ad-hoc** Board of Studies in Aviation.
- 3) All the Principals /Directors of Colleges institutes of Aviation.
- 4) The Professor-cum-Director, Institute of Distance and Open Learning (IDOL)
- 5) The Director, Board of Colleges and University Development,
- 6) The Co-Ordinator, University Computerization Centre,
- 7) The Controller of Examinations.

Sd/-
Deputy Registrar
Under Graduate Studies

AC 27/2/13
Item No. 4.5

UNIVERSITY OF MUMBAI



Ordinances, Regulations and Syllabus

Program - Diploma

Course - Aviation Safety and Hospitality

**Introduced as per Credit Based Semester and
Grading System from Academic year
2012-2013**

O. 6048 Title of the Program

Diploma in Aviation Safety and Hospitality

R. 8619 Duration

- One year part time divided into two semesters

R. 8620 Intake capacity

- 60 learners

O. 6049 Eligibility

- 12th standard pass (HSC) or equivalent
- Diploma awarded by MSBTE (10 + 3) or equivalent
- Medical examination / Certificate as per D.G.C.A guidelines, by a qualified Medical Doctor.

R. 8621 Fee

- Rs. 65000/- per semester

Faculty requirement (Visiting)

- Two Aviation professionals as instructors to teach Aviation related matters who have successfully completed Cabin crew training & worked in scheduled Airlines
- One grooming and etiquette expert
- One Instructor to teach personality development and communication skills
- One MBBS Doctor to conduct First aid classes
- One Instructor to teach safety & emergency procedures and dangerous goods rules

Industry Visits

- Visit to a live aircraft
- Visit to a wide body aircraft mockup
- Visit to a flight kitchen
- Visit to a wine and cheese farm
- Visit to Fire Brigade Station & Fire Fighting Area to practice Fire Fighting.
- Visit to Swimming Pool area.

INFRASTRUCTURE

Front / Reception Area	1
Class Rooms (A/C)	3
Rooms for Practicing Application of First Aid to the passengers	1
Live Aircraft	1
Computer Lab 10 Computers with Internet facility	1
Grooming Rooms	1
Aircraft Chairs	10
Computers, Printers, Scanners & Laptops for Audio Visual Presentations	3
Emergency Equipment like Fire Extinguishers, Life Jackets, Oxygen Cylinders, Live Aircraft as required	-
Dummy for CPR (Cardio Pulmonary Re-Sustentation) as required	-
First Aid Kits for Teaching First Aid	6

R. 8622 Scheme of Examination

SEM	COURSE CODE	TITLE
I	USDAV101	INTRODUCTION TO AVIATION INDUSTRY & HOSPITALITY
	USDAV102	PROFESSIONAL COMMUNICATION SKILLS
	USDAV103	GOVERNMENT REGULATORY AGENCIES AND AIRCRAFT FAMILIARISATION
	USDAV104	CABIN MANAGEMENT
II	USDAV201	CREW RESOURCE MANAGEMENT (CRM)
	USDAV202	EMERGENCY PROCEDURES IN EVACUATION AND DITCHING
	USDAV203	FIRE SAFETY AND SECURITY PROCEDURES
	USDAV204	FIRST AID & DANGEROUS GOODS RULES
	USDAVP1	Practical 1.1
	USDAVP2	Practical 1.2

Semester	Course	Theory Marks		Practical	Total	Credits
		Internal	Sem End (2 Hours Duration)	Internal Marks		
I	USDAV10 1	40	60		100	2
	USDAV10 2	40	60		100	2
	USDAV10 3	40	60		100	2
	USDAV10 4	40	60		100	2
II	USDAV20 1	40	60		100	2
	USDAV20 2	40	60		100	2
	USDAV20 3	40	60		100	2
	USDAV20 4	40	60		100	2
	USDAVP1	--	--	50	50	2
	USDAVP2	--	--	50	50	2
Total					900	20

Internal Evaluation	Marks
Active Participation	05
Overall Conduct	05
One Test	10
One Project /Case Study/ Assignment	20
Total	40

Semester End Question Paper Pattern for each course:

Question	Unit	Marks	Maximum Marks with option
Q1	I	15	20
Q2	II	15	20
Q3	III	15	20
Q4	I, II, III	15	20

Practical Evaluation Specify

Practical examination

Practical examination shall be conducted at the end of Semester II

R. 8623 passing standard

- a) Learner shall be awarded Diploma if he/she obtains any one of the grade 'O', 'A', 'B', 'C', 'D', 'E' in each of the course of Semester I and II**
- b) Learner shall be admitted to second semester of the program irrespective of the grades secured in any of the course of the first semester**
- c) Learner shall be allowed to appear for additional examination in theory in the courses where he/she has secured grade 'F'**
- d) Additional examination will be conducted within one month after declaration of the result of semester II**

COURSE – II USDAV102 – PROFESSIONAL COMMUNICATION SKILLS.	LECTURE DURATION	PRACTICAL HOURS
<p><u>UNIT - I – ENGLISH LANGUAGE (LISTENING & SPEAKING)</u> Communication Skills: All communication required for plain English speaking skills viz listening, speaking</p> <p><u>UNIT II – ENGLISH LANGUAGE (READING & WRITING)</u> All communication required for plain English speaking skills viz Reading and writing.</p> <p>[This will include writing resumes, handling interviews, Announcements, Safety procedures]</p> <p><u>UNIT III</u> CROSS’ CULTURAL COMMUNICATION 1. Cross cultural Communication and Influence. 2. Managing passenger interaction 3. Difficult situations, difficult passengers. 4 Passenger complaints</p>	<p>15</p> <p>15</p> <p>15</p>	<p>10</p>

COURSE – III USDAV103 – GOVERNMENT REGULATORY AGENCIES AND AIRCRAFT FAMILIARISATION	LECTURE HOURS	PRACTICAL HOURS
<p><u>UNIT – I</u> GOVERNMENT REGULATORY AGENCIES</p> <ol style="list-style-type: none"> 1. Role of Government Regulatory Agencies 2. Director General of civil Aviation 3. Civil Aviation Requirements (CAR) 4. Civil aviation rules and authority of Pilot in command 5. International Civil Aviation Organization (ICAO) 6. International Transport Association (IATA) 7. Travel documents for international Travel 8. Customs and Immigration <p><u>UNIT II</u> AVIATION TERMS & TIME ZONES</p> <ol style="list-style-type: none"> 1. Aircraft types 2. Passenger jets 3. Common aviation terms and abbreviations 4. Twenty four hour clock 5. Time zones 6. Greenwich mean time and Universal coordinated time 7. Airport codes 8. Airline designators <p><u>UNIT – III</u> AIRCRAFT FAMILIARISATION</p> <ol style="list-style-type: none"> 1. Theory of flight and how aircrafts fly 2. Visit to an aircraft 3. Airplane controls and cockpit 4. Aircraft cabin familiarization 5. Aircraft layout terminology 6. Aircraft furnishing and systems 	<p>15</p> <p>15</p> <p>15</p>	<p>20</p>

COURSE IV USDAV104- CABIN MANAGEMENT	LECTURE HOUR	PRACTICAL HOURS
<p><u>UNIT I</u> ROLES & RESPONSIBILITIES OF CABIN CREW</p> <ol style="list-style-type: none"> 1. Preparing to undertake a flight 2. Preflight briefing 3. Prior to passenger boarding 4. Boarding of passengers 5. Special handling of passengers 6. Public announcements 7. Safety demonstration 8. During taxi 9. Preparing for take off 10. During cruise 11. Preparing for landing 12. After landing 13. Critical phases of a flight <p><u>UNIT II</u> GALLEY EQUIPMENTS AND CATERING</p> <ol style="list-style-type: none"> 1. Aircraft galleys and equipments 2. Preflight galley checks 3. Airline catering and delivery of catering on board 4. Food Service and Hygiene 5. Types of meals and special meals 6. Special meal codes 7. Meal service, types and service levels <p><u>UNIT – III</u> CHEESE AND BEVERAGES</p> <ol style="list-style-type: none"> 1. Types of beverages 2. Service of beverages 3. History of wines, wine making and wine producing areas 4. Service of wines 4. Cheese. Types, production and service 	<p>15</p> <p>15</p> <p>15</p>	<p>40</p>

SEMESTER II

COURSE – V USDAV201 - CREW RESOURCE MANAGEMENT (CRM)	LECTURE HOURS	PRACTICAL HOURS
<p><u>UNIT- I</u> INTERPERSONAL SKILLS 1.Team Building 2.Handling communication between crew members 3.interpersonal skills 4. Communicating with passengers</p> <p><u>UNIT - II.</u> ENHANCING CREATIVITY AND RESOURCES 1. Enhancing Creativity in different areas 2. Utilizing resources for difficult situations. 3.Using innate reflexes to handle emergencies</p> <p><u>UNIT III.</u> PERSONALITY TYPES AND CREW RESOURCE MANAGEMENT 1.Barriers to Communication 2.Understanding personality types 3. Enhancing free flow of communication between crew members and passengers. 4. Crew resource management</p>	<p>15</p> <p>15</p> <p>15</p>	<p>10</p>

COURSE – VI USDAV202 EMERGENCY PROCEDURES IN EVACUATION AND DITCHING	LECTURE HOURS	PRACTICAL HOURS
<p><u>UNIT - I</u> SAFETY AND EMERGENCY PROCEDURES</p> <ol style="list-style-type: none"> 1. Emergency situations 2. Safety and emergency procedures manual 3. Safety demonstration 4. Brace positions 5. Emergency guidelines <p><u>UNIT - II.</u> EVACUATION</p> <ol style="list-style-type: none"> 1. Planned Evacuation 2. Briefing by the Pilot in Command 3. Briefing the cabin crew by Cabin In Charge 4. Emergency announcement 5. Cabin Preparation 6. Initiating Evacuation 7. Un anticipated Evacuation <p><u>UNIT – III</u> DITCHING</p> <ol style="list-style-type: none"> 1. Evacuation over water 2. Briefing by the Pilot in Command 3. Briefing the cabin crew by Cabin In Charge 4. Emergency announcement 5. Cabin Preparation 6. Initiating Ditching 7. Survival at Sea 	<p style="text-align: center;">15</p> <p style="text-align: center;">15</p> <p style="text-align: center;">15</p>	<p style="text-align: center;">40</p>

COURSE – VII USDAV203- FIRE SAFETY & SECURITY PROCEDURES	LECTURE HOURS	PRACTICAL HOURS
UNIT - I FIRE SAFETY AND FIRE FIGHTING 1. Classification of fires 2. Cabin fires and common causes 3. Lavatory fires 4. Smoke evacuation 5. Fire fighting, equipments and procedures	15	40
UNIT – II DECOMPRESSION 1. Asphyxia and its effects 2. Rapid decompression 3. Slow Decompression 4. Cabin indication for decompression 5. Actions and procedures during decompression 6. Crew Incapacitation	15	
UNIT – III AVIATION SECURITY 1. General precautions 2. Bomb threats, types, procedures and handling 3. Hijacking, action and procedures 4. Unruly passengers	15	

COURSE VIII USDAV204 - FIRST AID & CARRIAGE OF DANGEROUS GOODS RULES	LECTURE HOUR	PRACTICAL HOURS
UNIT-I DANGEROUS GOODS 1. Dangerous good definitions and classifications 2. Rules relating to carriage of dangerous goods 3. Cabin crew procedures for dangerous goods emergency	15 15	40
UNIT – II MEDICAL EMERGENCIES & FIRST AID 1. In-flight medical emergencies 2. Identification of roles and responsibilities 3. Symptoms and treatment 4. Importance of First Aid 5. Food Poisoning 6. Death on board	15	
UNIT – III USE OF INFLIGHT RESOURCES 1. Carriage of first aid and physician’s kit on board 2. Use of an on board medical professional 3. Use of in-flight resources 4. Blood borne pathogens and universal precautions 5. Reporting to ground services about the nature of emergency 6. First aid Practical		

List of Practical's

The following practicals are suggestive and minimum.

Practicals are based on each Unit of the course in the syllabus

USDAV P1

Practical 1.1: Preparation of Application and Projection of Skills.

Grooming, Makeup and Hair Style

Practical 1.2: Attending passenger complaints and interaction

Practical 1.3: Airport Code, Station Code and related terms

familiarization

from internet

Visit to Aircraft

Practical 1.4: Airline catering Visit and visit wine producing farm

USDAV P2

Practical 2.1: Communication between crew members and passengers

Crew Resource Management

Practical 2.2: Swimming

Practical 2.3: Handling and operation of fire fighting equipments

Practical 2.4: First Aid and Identification of dangerous goods

	THEORY	PRACTICALS	NOTIONAL	Total	Credit
Semester I	185	80	70	335	10
Semester II	185	130	70	385	10
Total	370	210	145	720	20