

Km. Mayawati Govt. Girls P.G. College

Badalpur, G.B. Nagar-203207

<http://kmgcbadalpur.org/>



**Accredited
Grade-B (CGPA-2.16) by NAAC**

Proposed CURRICULUM FOR

UGC - B.Voc.

Under National Skills Qualification Framework (NSQF)

Bachelor of Vocational

in

Airline, Tourism and Hospitality Management

(3 years – Six Semester Full Time Course)

(B. Voc.- ATHM)

(Sanctioned by UGC vide letter no. 5-1/2018 Dt. 11-08-2018)

B. Voc. –
Airline, Tourism and Hospitality Management (Semester – I)

Sr. No	Paper No.	Subject Name	Component	Credit
1	ATHM 1.1	Common Aviation a) Aviation Organisations b) Aviation Terminology c) Aviation Geography d) Time Zones & Time Calculation e) Types of Airlines and Aircraft f) Airport and Aircraft Familiarisation g) Familiarisation h) Airport Terms i) Check in Procedures j) Airport Security, Signs & Markings k) Stages of Flight l) Travel Documents m) Foreign Exchange n) Customs & Currencies o) IATA Rate of Exchange	<i>Skill</i>	3
2	ATHM 1.2	Airport Ground Services a) Check-in Procedures b) Landside Facilities for departures c) The Gate Area d) Security Checks e) Arrival Facilities f) Control Tower g) Baggage h) Cargo Abbreviations, Terms & Procedures i) Special Cargo j) Dangerous Goods k) Labeling l) Cargo Manifest m) Courier Mail and Post Office Mail n) Customer Care	<i>Skill</i>	3
3	GATH M 1.3	Hospitality a) Introduction to Tourism-Aviation & Hospitality Industry b) The science of tourism c) The Introduction to Principles of Management d) Travel Organisations e) Classification of hotels (star ranking)and heritage hotels f) Tourism in India : Policy and performance g) National Action Plan on tourism h) Front office operations i) Food & Beverage management j) F&B Service k) Flight catering operations	General education	5
4	ATHM 1.4	a) Record guest details for registration b) Follow check-in procedure and allot room c) Maintain customer-centric service orientation	<i>Skill</i>	3
5	ATHM 1.5	a) Communicate with customer and colleagues b) Maintain standard of etiquette and hospitable conduct c) Follow gender and age sensitive service practices d) Maintain IPR of organisation and customers	<i>Skill</i>	3
6	ATHM 1.6	a) Attend to guest queries b) Perform cashiering activities c) Maintain grooming, health and hygiene, Hair & Skin Care d) Maintain safety at work place	<i>Skill</i>	3
7	ATHM 1.7	On Job Practical Training/ Report/ Internship/	<i>Skill</i>	5

5	GATH M 1.8	Personality Development a) English language b) Communication skill c) Confidence, Leadership d) Group Discussions e) Presentations f) Motivation g) Interview Techniques h) Resume writing i) Basics of Computer	General education	5
		Total Credits of Semester – I		30

B.Voc.-

Airline, Tourism and Hospitality Management (Semester – II)

Sr. No	Paper No.	Subject Name	Component	Credit
1	ATHM 2.1	Air Ticketing a) Air Travel Geography b) Global Indicators c) Airport & Airline Codes d) Air Travel Terminology e) Fares & Ticketing Terminology f) Fare & SSR Codes, Season Codes g) Electronic Ticketing, Ticket Notices h) Payment Modes, Currency & Taxes i) Passports & Visas j) Car Rentals k) Ticketing of Published Fare, Special Fares l) Making Reservations m) Ticket Policies and Procedures n) Luggage and Personal Effects o) Computerised Reservation System p) Fare Rules & Construction q) Health Regulations	<i>Skill</i>	5
2	ATHM 2.2	Cabin Crew a) Cabin Crew Profession b) Crew Member Training c) Passenger Handling d) In-flight procedures & emergencies e) Duties after Landing f) Flight Evaluation g) Passengers with Special Needs h) Food Service and Beverage Types i) Alcoholic Beverages and j) Cocktails k) Phonetic Codes	<i>Skill</i>	4
3	ATHM- 2.3	a) Assist guest in check-in and checkout process b) Attend to guest queries c) Perform cashiering activities d) Tourism Products		4
4	ATHM- 2.4	a) Handle guest complaints and guide front office staff b) Communicate with customer and colleagues c) Maintain customer-centric service orientation d) Maintain standard of etiquette and hospitable conduct e) Follow gender and age sensitive service practices		4
5	ATHM- 2.5	Meal & Beverage Services	<i>Skill</i>	2
6	ATHM 2.6	First Aid a) First aid-General b) Shock and Fainting	<i>Skill</i>	5

		<ul style="list-style-type: none"> c) Bleeding and Wounds d) Cardiac Problems e) Fractures/Sprains, etc. f) Burns g) Choking h) Respiratory Problems i) Maternity problems 		
7	ATHM 2.7	Training/Project work/Internship	Skill	6
		Total Credits of Semester - II		30

**B. Voc. –
Airline, Tourism and Hospitality Management (Semester – III)
Including DGCA Guidelines**

Sr. No	Paper No.	Subject Name	Component	Credit
1	ATHM 3.1	Initial training <ul style="list-style-type: none"> a) aviation indoctrination; b) duties and responsibilities; c) normal, abnormal and emergency procedures; d) aircraft type training; e) dangerous goods; f) human performance; g) cabin health and first aid; and h) duties and responsibilities relating to aviation security. 	<i>Skill</i>	7
2	ATHM 3.2	Aircraft type training <ul style="list-style-type: none"> a) aircraft description; b) cabin configuration (number and distribution of cabin crew seats and number of passenger seats); c) cabin layout (interior design, stowage compartments such as overhead bins, and closets, etc.); d) galleys; e) lavatories; f) flight deck familiarization and egress; g) crew rest areas (normal and emergency egress) and other remote areas; h) exits (type, number, location and operation); i) assisting evacuation means (slide, slide-raft, life raft, rope, etc.); j) safety and emergency equipment, including location and operation; k) aircraft systems relevant to cabin crew duties l) installed emergency locator transmitter m) normal procedures and the related hands-on and/or simulated exercises; n) abnormal and emergency procedures and the related hands-on and/or simulated exercises; and o) design-related elements that may impact on normal and/or emergency procedures 	<i>Skill</i>	7
3	ATHM 3.3	Differences' training <ul style="list-style-type: none"> a) exits (type, number, location and operation); b) assisting evacuation means (slide, slide-raft, life raft, rope, etc.); c) safety and emergency equipment, including location and operation; d) aircraft systems relevant to cabin crew normal procedures and the related hands-on and/or simulated exercises; e) abnormal and emergency procedures and the related hands-on and/or simulated exercises; and 	<i>Skill</i>	5

		f) design-related elements that may impact on normal and/or emergency procedures (stairs, smoke curtain, social areas, non-forward facing passenger seats, cargo areas if accessible from the passenger compartment during flight, etc.).		
4	ATHM 3.4	Basic Foreign language course	General education	5
5	GATHM 3.5	Training/Project work/Internship		6
		Total Credits of Semester - III		30

**B. Voc. –
Airline, Tourism and Hospitality Management (Semester – IV)
Including DGCA Guidelines**

Sr. No	Paper No.	Subject Name	Component	Credit
1	ATHM 4.1	Aircraft visit a) cabin crew stations; b) cabin layout (interior design, stowage compartments such as overhead bins, and closets, etc.); c) galleys; d) lavatories; e) flight deck familiarization and egress; f) crew rest areas and any other remote areas; g) safety and emergency equipment; h) exits (location and their environment); i) assisting evacuation means (location and stowage); j) aircraft systems relevant to cabin crew duties; k) cargo areas if accessible from the passenger compartment during flight.	<i>Skill</i>	5
2	ATHM 4.2	Familiarization flight	<i>Skill</i>	5
3	ATHM 4.3	Recurrent training a) exits (type, number, location and operation); b) assisting evacuation means (slide, slide-raft, life raft, rope, etc.); c) safety and emergency equipment, including location and operation; d) aircraft systems relevant to the cabin crew duties e) normal procedures and the related hands-on and/or simulated exercises; f) abnormal and emergency procedures and the related hands-on and/or simulated exercises, including: g) crew resource management; h) passenger handling and crowd control; i) aviation security procedures; j) first aid; k) dangerous goods; and l) review of recent incidents and/or accidents pertinent to the operator.	<i>Skill</i>	5
4	ATHM 4.4	Foreign language course	General education	5
5	GATHM 4.5	One month training/Project work/Internship	<i>Skill</i>	10
		Total Credits of Semester - IV		30

**B. Voc.-
Airline, Tourism and Hospitality Management
(Semester -V)**

Sr. No	Paper No.	Subject Name	Component	Credit
1	ATHM 5.1	Basic of Tourism, Tourism Policy of India	<i>Skill</i>	4
2	ATHM 5.2	Travel & Tourism a) Tourism Products, Services & its forms b) Tourism Case Studies c) Modes of Transport d) Types of Accommodation e) Tourism Bodies f) Tourism Marketing g) Information Technology in Tourism h) Globalisation in Tourism i) Destination India j) Travel Sales & Counseling	<i>Skill</i>	7
3	ATHM 5.3	Travel & Tourism a) Travel Agency Business b) Travel Agency Career c) Destination Service Sector d) Tourism Guide e) Timetable Language f) TIM g) Health Requirements h) Baggage Rules i) Types of Journey j) Fare Basis, Rules & Construction k) Passenger Ticket l) Itinerary Planning m) PAT n) International Sales Indicator o) IATA-UFTAA Fare Formula p) Steps of Fare Formula	<i>Skill</i>	7
4	ATHM 5.4	Dimension of International Tourism Human Resource management, Conference and Event Management	<i>Skill</i>	6
5	ATHM 5.5	Travel Agency and Tour Operations	Skill & General Education	6
		Total Credits of Semester - V		30

**B. Voc.-
Airline, Tourism and Hospitality Management
(Semester -VI)**

<i>Sr. No</i>	Paper No.	Subject Name	Component	Credit
<i>1</i>	ATHM 6.1	<i>Internship/ Major Project/ Flying/OJT (any one)</i>	<i>Skill</i>	<i>30</i>
		Total Credits of Semester - VI		<i>30</i>

Examination

Type	Credit weightage	Pattern	Place
Skill Part	60%	Practical/ OJT/ Internship assessment	KMGGPGC or Collaborating industry
Theory Part	40%	Objective (Offline/ Online/ By PRS)	KMGGPGC

Skill Course day/hours calculation

NSQF Level	Total credit	Skill Credit	Theory Credit	Duration	Exit point/ Award
4	30	18	12	1 Sem.	Certificate
5	60	36	24	2 Sem.	Diploma
6	120	72	48	4 Sem.	Advance Diploma
7	180	108	72	6 Sem.	B.Voc. Degree

1 Skill credit equals to 28 hours, 1 theory credit equals to 14 Hours

Day Distribution chart

NSQF Level	Total Available Day in Semester	Internship Day	Field Visit Day	Lab or Training day	Total Theory day	Holiday	Total day
4	180	30	10	43	64	33	180
5	365	60	20	86	128	71	365
6	730	120	40	172	256	142	730
7	1095	180	60	258	384	213	1095

General Education/Theory part

NSQF Level	Skill Credit	In Hours x14	E-Content Hours -Allotted	E-Content Hours 50% of Hours Weightage	Hours of theory class	Total Day, If 2 class/day
4	12	168	80	40	128	64
5	24	336	160	80	256	128
6	48	672	320	160	512	256
7	72	1008	480	240	768	384

Skill Component part

NSQF Level	Total credit	In Hours x28	Internship Day	Internship Hours X8	Internship Hours 50% of Hours Weightage	Field Visit Day	Filed Visit Hours X8	Field Visit Hours 50% of Hours Weightage	Total Hours Spent in Internship and field visit	Lab Hours	Lab or Training day
4	18	504	30	240	120	10	80	40	160	344	43
5	36	1008	60	480	240	20	160	80	320	688	86
6	72	2016	120	960	480	40	320	160	640	1376	172
7	108	3024	180	1440	720	60	480	240	960	2064	258