

UNIVERSITY OF MUMBAI

No. UG/2018-19/ 771
MUMBAI- 400 032
7th July, 2018

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/Madam,

I am to invite your attention to this office Letter No. UG/66 of 2013-14, dated 11th October, 2013 regarding syllabus relating to the Aviation Safety and Hospitality. In this connection, I am to inform you that the recommendations made by the Ad-hoc Board of Studies in Aviation at its meeting held on 9th February, 2018 has been accepted by the Academic Council at its meeting held on 5th May, 2018 vide item No. 4.24 and that in accordance therewith, the revised syllabus for the Diploma Course in Aviation Safety and Hospitality of one year i.e. two semesters, has been brought into force with effect from the academic year 2018-19, accordingly. (The same is available on the University's website (www.mu.ac.in)).

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A.C/4.24/05/05/2018

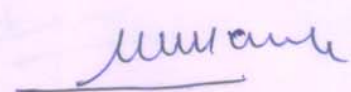
UG/77 -A of 2018-19

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7th July, 2018

Copy forwarded with compliments for information to :-

- 1) The I/c Dean, Faculty of Science & Technology,
- 2) The Chairman, Ad-hoc Board of Studies in Aviation,
- 3) The Director, Board of Examinations and Evaluation,
- 4) The Co-Ordinator, University Computerization Centre,


(Dr. Dinesh Kamble)
I/c REGISTRAR

	OLD SYLLABUS	HOURS	PRACTICAL	SHIFTED TO NEW SYLLABUS		NEW SYLLABUS 2017-2018	HOURS	PRACTICAL	SHIFTED FROM OLD SYLLABUS
	SEMESTER I					SEMESTER I			
USDAV101	INTRODUCTION TO THE AVIATION INDUSTRY, AVIATION HOSPITALITY, AND GOVERNMENT REGULATORY AGENCIES		10		USDAV101	THE AVIATION INDUSTRY		10	
UNIT IA	INTRODUCTION TO THE AVIATION INDUSTRY 1. Civil aviation in India 2. Infrastructure and related facilities 3. Scheduled airlines 4. Airline alliance 5. Airlines in India 6. Full service carriers 7. Low cost carriers 8. Corporate jets and charters	15		USDAV101 UNIT I	UNIT I	INTRODUCTION TO THE AVIATION INDUSTRY Civil aviation in India Infrastructure and related facilities Scheduled airlines and Airline alliances Airlines in India Full service carriers and Low cost carriers Corporate jets, charters and passenger jets Aircraft types	15		USDAV101-UNIT IA
UNIT IB	AVIATION HOSPITALITY 1. Introduction to civil aviation hospitality 2. Cabin crew profession 3. History, origin and milestones of cabin crew profession 4. Duties and responsibilities. 5. A typical working day of a cabin crew 6. Benefits and challenges of the profession			USDAV103 UNIT I					
UNIT II	PERSONAL DEVELOPMENT AND GROOMING 1. Qualification, Physical requirements, medical fitness 2. Grooming. & Etiquette 3. Hair styles 4. Hands and feet 5. Makeup 6. Jewellery and other accessories 7. Perfumes and scent 8. Dress code and attire	15		USDAV103 UNIT II	UNIT II	GOVERNMENT REGULATORY AGENCIES Role of Government Regulatory Agencies Director General of Civil Aviation (DGCA) Civil Aviation Requirements (CAR) Civil aviation rules and authority of Pilot in command International Civil Aviation Organization (ICAO) International Air Transport Association (IATA) Travel documents for International Travel Customs and Immigration	15		USDAV101-UNIT III
UNIT III	GOVERNMENT REGULATORY AGENCIES 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	15		USDAV101 UNIT II	UNIT III	AVIATION TERMS AND TIME ZONES Common aviation terms and abbreviations Airport codes and Airline designators Twenty-four hour clock and Time Zones Greenwich Mean Time (GMT) and Universal coordinated time (UTC)	15		USDAV103-UNIT I
USDAV102	PROFESSIONAL COMMUNICATION SKILLS		10		USDAV102	PROFESSIONAL COMMUNICATION SKILLS-1		20	

UNIT I	ENGLISH LANGUAGE (LISTENING AND SPEAKING) Communication Skills: All communication required for plain English speaking skills viz listening, speaking [Announcements]	15		USDAV102 UNIT 1	UNIT I ENGLISH LANGUAGE SKILLS (LISTENING AND SPEAKING) Types of Listening and Empathetic Listening Barriers to Listening Speaking Skills-Pronunciation, Stress, Vocabulary, Comprehension, Fluency and Interaction	15		USDAV102 UNIT I
UNIT II	ENGLISH LANGUAGE (READING AND WRITING) All communication required for plain English speaking skills viz Reading and writing. [This will include writing resumes, handling interviews and Safety procedures]	15		USDAV102 UNIT II	UNIT II ENGLISH LANGUAGE SKILLS (READING AND WRITING) Reading and Techniques of Speed Reading Creative Writing, Techniques of Writing and Essay Writing	15		USDAV102 UNIT II
UNIT III UNIT III	CROSS CULTURAL COMMUNICATION Cross cultural Communication and Influence. 2. Managing passenger interaction 3. Difficult situations, difficult passengers. 4 Passenger complaints	15		USDAV102 UNIT III USDAV201 UNIT III	UNIT III TRAVEL AND AVIATION COMMUNICATION Travel related communication Managing Passenger interactions-Difficult situations, difficult passengers Passenger complaints Aviation English	15		USDAV102 UNIT III
USDAV103	AVIATION TERMS AND TIME ZONES, AIRCRAFT FAMILIARISATION, AND ROLES AND RESPONSIBILITIES OF AIRLINE STAFF		20		USDAV103 AVIATION HOSPITALITY		20	
UNIT I	AVIATION TERMS & TIME ZONES Aircraft types Passenger jets Common aviation terms and abbreviations Twenty four hour clock Time zones Greenwich mean time and Universal coordinated time Airport codes Airline designators	15		USDAV101 UNIT III	UNIT I INTRODUCTION TO AVIATION HOSPITALITY Introduction to civil aviation hospitality The Cabin crew profession History, origin and milestones of the cabin crew profession A typical working day of a cabin crew Benefits and challenges of the profession	15		USDAV101-UNIT 1B
UNIT II	AIRCRAFT FAMILIARISATION 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	15		USDAV104 UNIT I	UNIT II PERSONAL DEVELOPMENT AND GROOMING Qualification, Physical requirements, medical fitness Grooming for airline duty and interviews Hairstyles Care of Hands and feet Makeup and skin care Jewellery and other accessories Perfumes and scent Dress code and attire-tie knots and scarfs	15		USDAV101-UNIT II

UNIT III	ROLES AND RESPONSIBILITIES OF AIRLINE STAFF Preparing to undertake a flight Preflight briefing Prior to passenger boarding Boarding of passengers Special handling of passengers Public announcements Safety demonstration During taxi Preparing for take off During cruise Preparing for landing After landing Critical phases of a flight	15		USDAV103 UNIT IIIA/B	UNIT III	LIFESTYLE CHANGES, ADAPTATIONS AND HEALTHY LIVING Life style changes and coping with them Healthy life styles Food and nutrition-weight loss and weight gain Exercise and benefits of regular exercise Techniques for getting quality rest Personal health and Effects of lLying	15		USDAV104-UNIT IIA
USDAV104	INFLIGHT SERVICE PROCEDURES, LIFESTYLE CHANGES & AN INTRODUCTION TO CHEESE AND DANGEROUS GOODS		40		USDAV104	CABIN MANAGEMENT SYSTEMS		30	
UNIT I	GALLEY EQUIPMENT AND MEAL SERVICE PROCEDURES Aircraft galleys and equipments Preflight galley checks Airline catering and delivery of catering on board Food Service and Hygiene Types of meals and special meals Special meal codes Meal service, types and service levels Proper handling techniques of galley equipments	15		USDAV104 UNIT II	UNIT I	AIRCRAFT FAMILIARISATION Theory of flight and how aircrafts fly Visit to an aircraft Airplane controls and cockpit Aircraft cabin familiarization Aircraft layout terminology Aircraft furnishing and systems	15		USDAV103-UNIT II
UNIT IIA	LIFESTYLE CHANGES Life style Changes and coping with them Healthy life styles Food and nutrition Exercise and benefits of regular exercise Techniques for getting quality rest	15		USDAV203 UNIT II					
UNIT IIB	INTRODUCTION TO CHEESE 1. Cheese. Types, production and service	15		USDAV103 UNIT III	UNIT II	GALLEY EQUIPMENTS AND CATERING Aircraft galleys and equipments Preflight galley checks Airline catering and delivery of catering on board Food Service and Hygiene Types of meals and special meals Special meal codes Meal service, types and service levels-service etiquette Proper handling techniques of galley equipments Dry Run	15		USDAV104-UNIT I
UNIT III	DANGEROUS GOODS 1. Dangerous good definitions and classifications 2. Rules relating to carriage of dangerous goods	15		USDAV204 UNIT III B	UNIT IIIA	ROLES AND RESPONSIBILITIES OF CABIN CREW Crew Pick up from Residence to the BASE Preflight briefing at the BASE and Pre-flight checks	15		USDAV103-UNIT III

	3. Cabin crew procedures for dangerous goods emergency					Passenger Boarding and special handling of Passengers Safety Demonstration Securing cabin for take off Inflight meal service Preparing for landing After landing procedures Post flight debriefing UNIT III B PUBLIC ANNOUNCEMENTS-PA Welcoming passengers Safety Demo Ad Hoc Announcements Pre- and Post Landing		
SEMESTER II			SEMESTER II					
USDAV201	CREW RESOURCE MANAGEMENT		10	USDAV201	USDAV201	PROFESSIONAL COMMUNICATION SKILLS-2	20	USDAV202-SAME
UNIT I	INTERPERSONAL SKILLS Team Building Handling communication between crew members interpersonal skills Communicating with passengers	15		USDAV201 UNIT II	UNIT I	BUSINESS COMMUNICATION AND THE INTERVIEW PROCESS Business Communication w.r.t. to all four language skills Resume Writing Verbal Interviews and Group Discussions Picture description and Aptitude Tests	15	NEW
UNIT II	ENHANCING CREATIVITY AND RESOURCES Enhancing Creativity in different areas Utilizing resources for difficult situations. Using innate reflexes to handle emergencies	15		USDAV201 UNIT II	UNIT II	CREW RESOURCE MANAGEMENT Personality Types based on Multiple Intelligences and DISC Leadership and Teamwork Conflict Resolution and Negotiation Decision making Air Traffic Services Familiarisation and Visit	15	USDAV201 UNIT I,II,III
UNIT III	PERSONALITY TYPES AND CREW RESOURCE MANAGEMENT Barriers to Communication Understanding personality types Enhancing free flow of communication between crew members and passengers. Crew resource management	15		USDAV201 UNIT II	UNIT III	CROSS CULTURAL COMMUNICATION Major countries around the world Cultural Differences and Human Factors Communication based on cultural differences	15	USDAV102 UNIT III
USDAV202	EMERGENCY PROCEDURES IN EVACUATION AND DITCHING		40		USDAV202	SAFETY AND EMERGENCY PROCEDURES	40	
UNIT I	SAFETY AND EMERGENCY PROCEDURES Emergency situations Safety and emergency procedures manual Safety demonstration	15		USDAV202 UNIT 1A	UNIT IA	GENERAL SAFETY AND EMERGENCY PROCEDURES Emergency situations Safety and emergency procedures manual Safety demonstration and emergency guidelines	15	USDAV202-UNIT1-SAME

	Brace positions Emergency guidelines				Brace positions			
					UNIT IB 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			
UNIT II	EVACUATION Planned Evacuation Briefing by the Pilot in Command Briefing the cabin crew by Cabin In Charge Emergency announcement Cabin Preparation Initiating Evacuation Unanticipated Evacuation	15		USDAV202 UNIT II	UNIT II EMERGENCY PROCEDURES IN EVACUATION AND DITCHING 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 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 4. Emergency announcement 5. Cabin Preparation 6. Initiating Evacuation 7. Un anticipated Evacuation	15		USDAV202-UNIT II AND III
UNIT III	DITCHING 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	15		USDAV202 UNIT II	UNIT III CREW PERSONAL MANAGEMENT 10. Personal safety and security while travelling and in the hotel 12. Sightseeing or staying out of the hotel Hotel Check In Procedure How to avoid misuse of Hotel Property Managing Forex International Travelling Dos and Donts Personal Etiquette including dining and conducting oneself in hotels, airports and other places.	15		
USDAV203	FIRE SAFETY AND SECURITY PROCEDURES		40		USDAV203 GROUND AND SERVICE PROCEDURES		30	
UNIT I	FIRE SAFETY AND FIRE FIGHTING 1.Classification of fires	15		USDAV202 UNIT IB	UNIT I GROUND PROCEDURES AND TICKETING Understanding Reservation procedures	15		NEW TOPIC

	<ul style="list-style-type: none"> 2. Cabin fires and common causes 3. Lavatory fires 4. Smoke evacuation 5. Fire fighting, equipments and procedures 				<ul style="list-style-type: none"> Online Bookings and Mobile Apps Customer Services 			
UNIT II	DECOMPRESSION	15	USDAV204 UNIT IIA	UNIT II	TYPES OF SERVICE	15	USDAV104-UNIT I	
	<ul style="list-style-type: none"> 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 				<ul style="list-style-type: none"> All aspects of service procedures High Tea Service Breakfast Service Lunch Service Bar and Drinks Service Wet Run 			
UNIT III	AVIATION SECURITY	15	USDAV204 UNIT IIIA	UNIT III	CHEESE, BEVERAGES AND WINES	15	USDAV104-UNIT 1B /USDAV204-UNIT1B	
	<ul style="list-style-type: none"> 1. General precautions 2. Bomb threats, types, procedures and handling 3. Hijacking, action and procedures 4. Unruly passengers 				<ul style="list-style-type: none"> Cheese. Types, production and service Types of beverages Service of beverages History of wines, wine making and wine producing areas Service of wines 			
USDAV204	ADAPTATIONS & HEALTHY LIVING, MEDICAL EMERGENCIES AND FIRST AID AND AN INTRODUCTION TO WINES AND BEVERAGES		40	USDAV204	MEDICAL EMERGENCIES AND AVIATION SECURITY		40	
UNIT IA	ADAPTATIONS AND HEALTHY LIVING	15	USDAV202 UNIT III	UNIT I	FIRST AID AND MEDICAL EMERGENCIES	15	USDAV204-UNIT II and UNIT III	
	<ul style="list-style-type: none"> 7. Personal health 8. Health risks of frequent flying 9. Known effects of frequent flying 10. Personal safety and security 11. while travelling and in the hotel 12. Sightseeing or staying out of the hotel 13. Preparing for emergency while on duty travel 				<ul style="list-style-type: none"> 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 Blood bone pathogens and universal precautions First aid Practical 			
UNIT 1B	INTRODUCTION TO WINES AND BEVERAGES	15	USDAV203 UNIT III	UNIT IIA	DECOMPRESSION	15	USDAV203-UNIT III	
	<ul style="list-style-type: none"> 1. History of wines, wine making and wine producing areas 2.Service of wines 3. Types of beverages 4. Service of beverages 				<ul style="list-style-type: none"> 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 			

<p>UNIT II</p>	<p>MEDICAL EMERGENCIES AND FIRST AID</p> <ol style="list-style-type: none"> 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 	<p>15</p>	<p>USDAV204 UNIT 1A</p>	<p>UNIT IIB</p>	<p>USE OF INFLIGHT RESOURCES</p> <ul style="list-style-type: none"> Carriage of first aid and physician's kit on board Use of an on board medical professional Use of in-flight resources Reporting to ground services about the nature of emergency 		<p>USDAV204-UNIT III</p>
<p>UNIT III</p>	<p>USE OF INFLIGHT RESOURCES</p> <ol style="list-style-type: none"> 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 	<p>15</p>	<p>USDAV204 UNIT IIB</p>	<p>UNIT IIIA</p>	<p>AVIATION SECURITY</p> <ol style="list-style-type: none"> 1. General precautions 2. Bomb threats, types, procedures and handling 3. Hijacking, action and procedures 4. Unruly passengers 	<p>15</p>	<p>USDAV203-UNIT III /USDAV104-UNIT III</p>
			<p>UNIT IIIB</p>		<p>DANGEROUS GOODS</p> <ol style="list-style-type: none"> 1. Dangerous good definitions and classifications 2. Rules relating to carriage of dangerous goods 3. Cabin crew procedures for dangerous goods emergency 		