MANONMANIAM SUNDARANAR UNIVERSITY
DIRECTORATE OF DISTANCE AND CONTINUING EDUCATION
TIRUNELVELI – 627012, TAMIL NADU.

SYLLABUS AND SCHEME OF EXAMINATION
(For the Candidates Admitted From the Calendar Year June 2010 – Dec 2010)

Diploma in Air Cargo Management
Course Code: HTG13
Distance Education Programme
Annual Pattern

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Diploma in Air Cargo Management Regulations

Course Code	HTG13
Name of the Course	Diploma in Air Cargo Management
Duration of the Course	One Year (Non-semester)
Eligibility for Admission to the Course	12th Standard Pass or any other examination accepted as equivalent thereto by the Manonmaniam Sundaranar University, Tirunelveli.
Course of Study	The course of study for Diploma in Air Cargo Management shall consist of only the Core Subjects.
Medium of Instruction	The medium of instruction and examination for all the papers shall be in ENGLISH ONLY.
Conduct of Theory and Practical Classes	Theory and practical classes shall be conducted at the Distance Education Study Centres as per the guidelines of the DDCE, Manonmaniam Sundaranar University.
Instructional Hours for both Theory and Practical Papers	Instructional Hours for both Theory and Practical Papers shall be decided by the Distance Education Study Centres in consultation with the DDCE, Manonmaniam Sundaranar University.
Industrial Training	As prescribed by the DDCE, Manonmaniam Sundaranar University, Tirunelveli at Companies / Industries / Business Establishments associated with the Distance Education Study Centres.
Examinations	Examination for all the subjects will be conducted at the end of each year. Date of commencement of examinations shall be 15th May for Academic Year Batch and 15th December for Calendar Year Batch.

Duration of Examination	Theory	3 hours / paper
	Practical	3 hours / paper
	Industrial Training and Viva Voce	As stipulated by the Manonmaniam Sundaranar University

Passing Minimum	a) A candidate shall be declared to have passed in a paper, if he / she obtains not less than 35% of marks in that paper. He / she shall be declared to have passed the whole examination, if he / she passed all the papers. b) A candidate failing to secure the minimum marks prescribed shall be required to re-appear for the examination in that paper and obtain not less than the minimum marks required for passing the paper.

Classification of Successful Candidates	a) A candidate who passes all the examinations in the first attempt within a period of one year securing 75% of total marks or above the aggregate marks shall be declared to have passed the diploma examination in FIRST CLASS with DISTINCTION. b) Successful candidates passing the examinations securing not less than 60% of total marks shall be declared to have passed that Part in FIRST CLASS. c) Successful candidates passing the examinations securing not less than 50% of the total marks but below 60% shall be declared to have passed in SECOND CLASS. d) All other successful candidates shall be declared to have passed the examinations in THIRD CLASS.
Conferment of the Diploma	No candidate shall be eligible for conferment of the diploma unless the candidate has undergone the prescribed course of study for a stipulated period of time and has passed the examinations as have been prescribed.

Diploma in Air Cargo Management
Syllabus

SI. No.	Paper Code	Paper Name	Marks	
			Min	Max
1	HDG11	Introduction to Air Transport	35	100
2	HDG12	Air Cargo Management	35	100
3	HDG13	Information Technology	35	100
4	HDG14	Customer Relationship Management	35	100
5	HDG15	Practical – Air Cargo Management	35	100
6	HDG16	Industrial Training & Viva Voce	35	100
		Total		600

Paper Code:HDG11		Introduction to Air Transport
Unit No.	Topic	Contents
1	Overview of Aviation	Means and Modes of Transport, Definition & Scope. The Air Transportation Industry. Role of Transport in the economic development of country. Air Transport. Advantages & Limitation of Air Transport.
		General Aviation, Ground and Airport Operations Terminology.
		Theory of Flight and How Aircraft Fly. Take Offs and Landings
		Introduction to world geography. Economic and physical geography. IATA and geography. Planning itineraries by Air, Time differences.
2	Air Travel Formalities and Facilities	The passport visas. Health Certificates. Taxes, customs and currency Travel Insurance. General preventive measures. Consequence of negligence
		Types of Aircraft. In-flight services. Airport facilities Facilities provided to special passengers
		Baggage: Definition and rule. Free baggage allowance. Excess baggage. Dangerous goods.
3	Reservation, Fare Construction and Ticketing	General Reservation Rules. Computer Reservation system (CRS)
		Arrangement of the Tariff manuals. Airfares IATA-UFTAA fare formula. Taxes.
		Ticketing. Billing and settlement plan (BSP). Stock control & security of accountable documents.
4	Emergency procedures, safety and First Aid	Emergency procedures & Equipment. Evacuation of passenger on land and water. First Aid- General rules.
		Treatment of bleeding. Bruises and unconsciousness. Artificial Respiration.
		Treatment of minor emergencies.
		Death On-board.
		Emergency child Birth
5	Air Transportation: Regulators and Associations	International Civil Aviation Organization (ICOA)
		International Air Transport Association (IATA)
		World Trade Organization
		World Tourism Organization
		Federal Aviation Administration (FAA)
		Civil Aviation Authority (CAA)
		Director General of Civil Aviation (DGCA)
		Customs and Immigration for Air Travel

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Trends in Indian Transport Systems	D. Panduranga Rao	Inter-India Publications
2	Air Transportation: A Management Perspective	J. G. Wensveen	Ashgate Publishing, Ltd.
3	Fundamentals of Air Transport Management	P.S. Senguttuvan	Excel Books
4	Introduction to Air Transport Economics	Bijan Vasigh, Thomas Tacker, and Ken Fleming	Ashgate
5	IATA Training Manual		

Paper Code: HDG12		Air Cargo Management
Unit No.	Topic	Contents
1	Introduction to Cargo Management	Cargo History, Concepts and Common terms used in Cargo handling, Rules governing acceptance of Cargo.
		Cargo Rating- Familiarization of Cargo Tariffs. Rounding off of the weights/Dimensions/ currencies. Chargeable weight rating-Specific commodity rates, class rates, general cargo rates, valuation charges
2	Introduction to Air Cargo	Air Cargo Terminology
		IATA Cargo agent and agency Operation. ABC Air cargo Guidebook Air Cargo Guides. TACT Rules, TACT Tariff etc.
		Familiarisation of Cargo Tariffs. Rules governing Cargo Acceptance. Rounding Off Weights/Dimensions/Currencies. Chargeable Weights & Principles of Air Cargo Rates.
		Cargo Booking Acceptance: Acceptance of special cargo. IATA Dangerous Goods regulation. Perishable cargo, valuable cargo, Baggage Shipped as Cargo, Human Remains, Life Saving Drugs, Live Animals Regulations. Restrictions in acceptance of Cargo. Identification of Cargo, Documentation, Labels.
3	Documents in Air Cargo	Airway Bill: The Function and Completion of the airway Bills, Labeling & Marking of Packages.
		Cargo manifesto, Cargo transfer Manifesto Documents concerning postal mails and diplomatic mails. Shippers declaration for dangerous goods.
		SMTP, IGM, SOB, LOC, FCL
4	Cargo Handling	Handling Cargo. Cargo capacity of Air. Cargo needing special attention.
		Introduction to dangerous goods regulations
		Some important Cargo companies.
5	Export Insurance & Finance	Cargo Liability & Insurance
		Foreign Trade License Activity
		Export-Import Documentation

REFERENCE BOOKS:

Sl. No.	Title of the Book
1	ABC Worldwide Airways Guide(Red & Blue)
2	Air Tariff Book 1, Worldwide Fares
3	Air Tariff Book 1, Worldwide Rules, IT Fares etc.
4	Air Tariff Book 1, Worldwide Maximum Permitted Mileage
5	Travel Information Manual(TIM)
6	IATA Ticketing Hand Book
7	The Air Cargo Tariff (TACT)

Paper Code: HDG13		Information Technology
Unit No.	Topic	Contents
1	Introduction to Computers	Introduction to computer, Definition of a computer, Computer generations, Classification of a computer, Areas of application. Information Technology.
		Components of a computer system: CPU, input devices, output devices, storage devices and memory
		Software: System software, Application software. Programming languages, Packages.
		Operating system: Functions of an Operating System, Classification of Operating Systems
		Introduction to DOS - Graphical User Interface Systems, Basic components of a GUI system - Advantages of GUI over CUI
		Introduction to Windows XP. Window Explorer, Managing files and folders, Using Paint Brush, WordPad & Notepad
2	Microsoft Word	Introduction to Word Processor, Overview of Word Processor Packages, Use of word in different areas, Document concept (Creating, Saving, Opening, Closing Document)
		Formatting document. Copy, cut and paste. Working with margins and page setup.
		Tables, Uses of drawing toolbar, Columns, header & footers. Printing procedure, Spell Check & Thesaurus.
		Mail Merge
3	Microsoft Excel	Introduction to spread sheet. Overview of spread sheet packages. Understanding Excel Sheet - Inserting, deleting and hiding columns / Rows, Printing a sheet
		Manipulating formulas and functions
		Working with charts
		Sort & Filter
4	Microsoft PowerPoint	Presentation - Explain its need, Overview of presentation packages. Use of powerpoint, Making Presentation
		Different types of slide layouts. Slide view, slide sorter view and slide show buttons. Setup show
		Applying design templates and backgrounds. Transitions & custom animation effects.
5	Internet	Introduction to Networks, Need for Networks
		Introduction to Internet, History of Internet, The World Wide Web. Internet browsers. Internet Tools – E-Mail, Search engines. Introduction to E – commerce.
		Virus, Types of viruses, How do virus spread, Symptoms of a virus attack, Prevention of virus attack, Detection of viruses, Removing viruses.

REFERENCE BOOKS:

SI. No.	Title of the Book	Author	Publisher
1	Peter Norton's Introduction to Computers	Peter Norton	TMGH.
2	Computer Programming And Applications	R.Krishnamoorthi	J.J Publications.
3	Computer Today	K. Basandra	Galgotia Publications, New Delhi.
4	Fundamentals of Information Technology	Alexis Leon, Mathews Leon	Vikas Publishing House
6	Microsoft Word 2007 Bible	Herbert L. Tyson, Herb Tyson	John Wiley & Sons
7	Microsoft Office Word 2007 Plain & Simple	Jerry Joyce, Marianne Moon	Microsoft Press
8	Windows XP	Andy Rathbone	Wiley Publishing, Inc.,
9	Windows XP in a Nutshell: A Desktop Quick Reference	David A. Karp, Tim O'Reilly et al	O'Reilly
10	Microsoft Office Excel 2007 Quicksteps	John Cronan	McGraw-Hill Professional
11	Excel 2007 Formulas	John Walkenbach	John Wiley and Sons.
12	Microsoft Office PowerPoint 2007 QuickSteps	Carole Boggs Matthews	McGraw-Hill Professional.

Paper Code: HDG14		Customer Relationship Management
Unit No.	Topic	Contents
1	Customer Relationship Management	Definition of CRM, Components of CRM, Need for CRM
		Role of CRM in Improving Customer Relationships
		CRM and Marketing
2	CRM in Travel and Tourism	CRM in Travel and Tourism Industry
		CRM in the Front Office of the Hotel Industry
		Role of CRM in the Airline Industry
3	Communication Skills	Meaning and Definition, Process, Functions, Objectives
		Importance, Essentials of good communication
		Communication barriers - Overcoming communication barriers
		Principles of Communication or 7 Cs
		Media of Communication
		Types of Communication
4	Oral Communication	Meaning, nature and scope, Principles of effective oral communication
		Techniques of effective speech
		The art of listening, Principles of good listening.
5	Personality Development	Body Language Non verbal communication
		Etiquette Good Manners
		Mind Mapping
		Writing Skills
		Resume Preparation
		Facing Interview

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Customer Relationship Management: Modern Trends And Perspectives	Shanmugasundaram S.	PHI Learning Pvt. Ltd.
2	Customer Relationship Management	Rajendra Kumar Sugandhi	New Age International.
3	Customer Relationship Management: Concepts And Cases	Rai	PHI Learning Pvt. Ltd.
4	Customer Relationship Management: Lufthansa	P. Schulz et al.	GRIN Verlag, 2008
5	Business Communication (Principles, Methods and Techniques)	Nirmal Singh	Deep & Deep Publications Pvt. Ltd., New Delhi.(2006)
6	Business Communication	K. K. Sinha	Galgotia Publishing Company, New Delhi
7	Education & Personality Development	P.K.manoharan	APH Publishing

Paper Code: HDG15 Practical – I Air Cargo Management		
Expt. No.	**Topic**	**Contents**
1	Cargo Rating	Familiarization of Cargo Tariffs. Rounding off of the weights/Dimensions/ currencies. Chargeable weight rating-Specific commodity rates, class rates, general cargo rates, valuation charges
2	Air way bill	Air way bill, charges correction advice, irregularity report, cargo manifesto, cargo transfer Manifesto, documents concerning postal mails and diplomatic mails. Shippers declaration for dangerous goods.
3	Cargo Handling	Cargo capacity of Air and Ships. Cargo needing special attention, introduction to dangerous goods regulations. Some important Cargo companies
4	Information Technology	Create documents and try formatting using MS Word.
		Create relevant tables for staff list, payroll and billing formats in Excel
		Prepare a PowerPoint presentation on your own
		Browse various Aviation based websites.
		Create an E-mail ID.

Paper Code: HDG16		Industrial Training and Viva Voce
Unit No.	Topic	Contents
1	Objectives	Application of theoretical and practical knowledge gained through the curriculum in an industrial environment.
2	Procedure	During the course of study, the student has to undergo Industrial Training for a period of three months in aviation industry.
		During the training period, the student has to get exposed to the cargo handling department of the aviation industry.
		During the training period, the student has to maintain a Log Book periodically signed by the Training Manager.
		At the end of the training period, the student has to submit the Log Book for university verification.
		At the end of the training period, the Training Manager has to submit a Performance Appraisal Form (PAF), in a sealed cover, to the examiners through the Distance Education Study Centre.
3	Evaluation	Examiners, one external, appointed by the university and another one internal, appointed by the Distance Education Study Centre shall evaluate the Log Book and award marks.
		Student has to appear before the examiners for viva voce. The viva voce will have extensive questions from the curriculum as well as from the Industrial Training.

Distribution of Marks	Maximum		Minimum
	External	Internal	
Log Book	5	5	35
Viva Voce	20	20	
Performance Appraisal by the Training Manager	50		
Total	100		35