

## TICKETING

1	Course Title:	TICKETING
2	Course Code:	TSEZ210
3	Type of Course:	Compulsory
4	Level of Course:	Short Cycle
5	Year of Study:	2
6	Semester:	4
7	ECTS Credits Allocated:	4.00
8	Theoretical (hour/week):	3.00
9	Practice (hour/week):	0.00
10	Laboratory (hour/week):	0
11	Prerequisites:	None
12	Language:	Turkish
13	Mode of Delivery:	Face to face
14	Course Coordinator:	Öğr.Gör. BILGE GÖKIRMAK
15	Course Lecturers:	
16	Contact information of the Course Coordinator:	
17	Website:	
18	Objective of the Course:	To enable the students to qualify in performing the procedures on ticketing operations
19	Contribution of the Course to Professional Development:	
20	Learning Outcomes:	
	1	To be able to draw up ticket
	2	To be able to facilitate coordination between ticketing department and the others
	3	Understanding the rule of International air transport association
	4	To be able to determine properties which have to exist on a standart flight ticket content
	5	To be able to use fare by orally and documantary
	6	To be able to recognize the purpuse and mission of the national and international associations and organisations related with travel agency
	7	To be able to comprehend the terms which are used in ticketing
	8	To be able to make different pricing
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	10	
21	Course Content:	
	<b>Course Content:</b>	
Week	Theoretical	Practice
1	Basic properties	
2	To have information about ATA and ICAO	
3	Definition and application of BSP	

4	General specifications of fares and types of fares	
5	Characteristics that have to exist on a Standart flight ticke	
6	Characteristics that have to exist on a Standart flight ticket	
7	Characteristics that have to exist on a Standart flight ticket	
8	Mid-term exam and course review	
9	To able to facilitate the coordination with vehicle operation department	
10	To able to facilitate the coordination with tour department	
11	To able to facilitate the coordination with convention department	
12	To able to facilitate the coordination with accounting department	
13	Drawing up the ticket	
14	Drawing up the ticket upon the requests of passengers by presenting flight alternatives	

22	Textbooks, References and/or Other Materials:	Different kinds of books and ticketing course notes
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23	Assesment	
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TERM LEARNING ACTIVITIES		NUMBE	WEIGHT		
Activites			Number	Duration (hour)	Total Work Load (hour)
Homework-project		0	0	3.00	42.00
Practicals/Labs			0	0.00	0.00
Self study and preperation		2	10	2.00	28.00
Homeworks			5	4.00	20.00
Success Grade Projects			14	2.00	28.00
Field Studies			0	0.00	0.00
Midterm exams			100.00	12.00	12.00
Others			0	0.00	0.00
Final Exams			1	20.00	20.00
24. ECTS / WORK LOAD TABLE					
Total Work Load					162.00
Total work load/ 30 hr					5.00
ECTS Credit of the Course					4.00

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS															
	PQ1	PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ10	PQ11	PQ12	PQ13	PQ14	PQ15	PQ16
ÖK1	0	2	5	5	5	5	5	0	3	1	4	5	0	0	0	0
ÖK2	0	1	5	4	4	4	4	0	3	1	4	5	0	0	0	0
ÖK3	0	1	5	2	2	2	3	3	3	1	2	5	0	0	0	0
ÖK4	0	1	4	3	2	2	3	2	2	1	1	5	0	0	0	0

ÖK5	0	1	3	2	2	2	2	1	0	1	3	5	0	0	0	0
ÖK6	0	1	2	2	2	1	2	2	4	3	4	5	0	0	0	0
ÖK7	0	1	4	3	2	3	3	3	3	4	5	5	0	0	0	0
ÖK8	0	2	1	2	1	2	2	2	1	1	0	5	0	0	0	0
LO: Learning Objectives    PQ: Program Qualifications																
Contribution Level:	1 very low			2 low			3 Medium			4 High			5 Very High			