

PASSENGER SERVICES

1	Course Title:	PASSENGER SERVICES
2	Course Code:	SHUS112
3	Type of Course:	Optional
4	Level of Course:	Short Cycle
5	Year of Study:	1
6	Semester:	2
7	ECTS Credits Allocated:	3.00
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. SEYHAN KORKMAZ BİNGÖL
15	Course Lecturers:	Meslek Yüksekokulları Yönetim Kurullarının Görevlendirdiği Öğretim Elemanları
16	Contact information of the Course Coordinator:	seyhankorkmaz@uludag.edu.tr
17	Website:	
18	Objective of the Course:	Functional relationship between the civil aviation business organization scheme and the employees' tasks and the assistant departments; Foreign terms used in passenger services; Contents and functions of documents used in passenger services; Passengers entering and leaving the airport and aircraft; Problem solving, providing information, guidance techniques and responsibilities and principles in unusual situations.
19	Contribution of the Course to Professional Development:	In this course, students learn about the operation of services, special service passenger services, passenger services and the responsibilities of the passengers.
20	Learning Outcomes:	
	1	Having basic knowledge in Civil Aviation field
	2	Having information about passenger services
	3	Having knowledge about ground services
	4	Knowing the operation of Passenger Services
	5	Be able to assimilate ground handling functions
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21	Course Content:	
	Course Content:	
Week	Theoretical	Practice

1	Passenger Services Definition, Communication Between Departments, IATA Geography	
2	Flight Analysis	
3	Airline and Passenger Responsibilities	
4	Passenger Ticket, Concepts Related to Passenger Ticket and Passenger Ticket Types	
5	Other Valuable Documents in Passenger Services	
6	Check-in Implementations	
7	Passengers Requiring Special Services	
8	Passengers Requiring Special Services	
9	Passengers Requiring Special Services	
10	Boarding	
11	Flight Disruptions	
12	Passenger Services Messages, Documentation	
13	Visa and Passport Procedures	
14	Lost and Found Baggage and Worldtracer	
22	Textbooks, References and/or Other Materials:	Airport Passenger Terminals Design Principles General Directorate of Civil Aviation Publications
23	Assesment	
TERM LEARNING ACTIVITIES		NUMBER
Midterm Exam	1	40.00
Quiz	0	0.00
Home work-project	0	0.00
Final Exam	1	60.00
Total	2	100.00
Contribution of Term (Year) Learning Activities to Success Grade		40.00
Contribution of Final Exam to Success Grade		60.00
Total		100.00
Measurement and Evaluation Techniques Used in the Course		Measurement and evaluation are carried out according to the principles of Bursa Uludağ University Associate and Undergraduate Education Regulation.
24	ECTS / WORK LOAD TABLE	

Activites	Number	Duration (hour)	Total Work Load (hour)
Theoretical	14	3.00	42.00
Practicals/Labs	0	0.00	0.00
Self study and preperation	23	2.00	46.00
Homeworks	0	0.00	0.00
Projects	0	0.00	0.00
Field Studies	0	0.00	0.00
Midterm exams	1	1.00	1.00
Others	0	0.00	0.00
Final Exams	1	1.00	1.00
Total Work Load			90.00
Total work load/ 30 hr			3.00
ECTS Credit of the Course			3.00

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	3	3	4	2	4	4	2	3	4	3	0	0	0	0	0	0
ÖK2	3	3	3	3	2	4	3	2	4	3	0	0	0	0	0	0
ÖK3	3	2	3	4	3	3	3	2	3	3	0	0	0	0	0	0
ÖK4	3	3	4	2	3	3	4	3	3	3	0	0	0	0	0	0
ÖK5	3	3	4	2	4	3	2	2	3	2	0	0	4	0	0	0
LO: Learning Objectives PQ: Program Qualifications																
Contribution Level:	1 very low			2 low			3 Medium			4 High			5 Very High			