RESERVATION AND TICKET SALE IN AVIATION

1	Course Title:	RESERVATION AND TICKET SALE IN AVIATION
2	Course Code:	SHUZ201
3	Type of Course:	Compulsory
4	Level of Course:	Short Cycle
5	Year of Study:	2
6	Semester:	3
7	ECTS Credits Allocated:	3.00
8	Theoretical (hour/week):	1.00
9	Practice (hour/week):	2.00
10	Laboratory (hour/week):	0
11	Prerequisites:	
12	Language:	Turkish
13	Mode of Delivery:	Face to face
14	Course Coordinator:	Öğr.Gör. SILA AVGAN
15	Course Lecturers:	
16	Contact information of the Course Coordinator:	silaavgan@uludag.edu.tr
17	Website:	
18	Objective of the Course:	Be familiar with the terminology associated with reservations and tickets, void, refund, rebooking, rerouting recognize such actions on the ticket, e-ticket coupon status codes, to have information about their passenger rights issues with tickets
19	Contribution of the Course to Professional Development:	
20	Learning Outcomes:	

		1	To develop recommendations and alternatives for solving problems in operational terms
		2	To take the necessary responsibility in all phases of simple or complex operations
		3	To decide quickly to solve problems in the extraordinary situations by taking responsibility
		4	To learn concepts related to reservations and tickets
		5	
		6	
		7	
		8	
		9	
		10	

21	Course Content:	

Course Content:

Week	Theoretical	Practice
1	International Air Transport Legislation and Operation	
2	International Air Transport Legislation and Operation	

3	International Air Transport Legislation and Operation	
4	International Air Transport Legislation and Operation	
5	Spindle Calculation System	
6	Spindle Calculation System	
7	Sales and Ticket Fee Based on the Place	
8	Sales and Ticket Fee Based on the Place	
9	Sales and Ticket Fee Based on the Place	
10	Central Reservation Systems And Applications	
11	Central Reservation Systems And Applications	
12	Central Reservation Systems And Applications	
13	Central Reservation Systems And Applications	
14	Central Reservation Systems And Applications	

Activites	Number	Duration (hour)	Total Work Load (hour)
Theoretical	14	1.00	14.00
Practicals/Labs	14	2.00	28.00
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

23	Assesment		
	Midterm Exam	1	40.00
	Home work-project	0	0.00
	Final Exam	1	
	Total	2	100.00
	Contribution of Term (Year) Learning Activities to Success Grade		
	Total		100.00
	Measurement and Evaluation Techniques Used in the Course		

24	**ECTS / WORK LOAD TABLE**

| 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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ÖK2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ÖK3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

ÖK4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

LO: Learning Objectives   PQ: Program Qualifications

Contribution Level:	1 very low	2 low	3 Medium	4 High	5 Very High