AYDIN ADNAN MENDERES UNIVERSITY
COURSE INFORMATION FORM

Course Title	Ground Services Management								
Course Code	AGE312		Couse Level	First Cycle (Bachelor's Degree)					
ECTS Credit	3	Workload	75 *(Hours)*	Theory	2	Practice	0	Laboratory	0
Objectives of the Course	Promotion of international and local civil aviation authorities, ground handling, and general presentation of the departments providing these services, and regulations to provide information about safety apron.								
Course Content	To be dominated by a detailed study of the functioning of aviation services in operation. Detailed information about the areas of airports as the owner of manipulations, the solution and prevention of potential problems to be equipped to play a role.								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Case Study, Problem Solving								
Name of Lecturer(s)	Res. Assist. Fatih EPİK								

Assessment Methods and Criteria		
Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	50
Term Assignment	1	10

Recommended or Required Reading	
1	IATA Publications
2	IATA CD/DVD
3	Publication Of General Directorate Of Civil Aviation (TURKEY)
4	Yer Hizmetleri Yönetimi (Anadolu Üniversitesi Yayınları)

Week	Weekly Detailed Course Contents	
1	Theoretical	Presentation and development of national and international civil aviation organizations.
2	Theoretical	An Overview of the Civil Air Traffic in the world and Turkey
3	Theoretical	The importance of structure and ground handling services in airports.
4	Theoretical	The definition of ground handling services, ground handling service departments and activities
5	Theoretical	Equipment used for ground services.
6	Theoretical	Passenger services, ticketing procedures, boarding a plane, landing, lost and found services.
7	Theoretical	Ramp Applications and Procedure and Air Traffic Control Service
8	Theoretical	Aircraft Structure (Wing, Tail, Landing Gear and Body), Aircraft Lights and Dangerous Areas Around Aircraft.
9	Intermediate Exam	Midterm Exam
10	Theoretical	Apron Safety Procedure.
11	Theoretical	Signs Used in Apron and Marshalling Services.
12	Theoretical	Types of Airline Tickets, Types of Passports, Types of Visas, Check-in Types and Methods,
13	Theoretical	Passenger Terminal Conceptual Solutions and Runway (Length, Temperature, Surface Winds, Square Height, Slope).
14	Theoretical	Apron safety procedure, Hazardous subtances procedure and Custom loads procedure.
15	Theoretical	Ground Handling Terminology and General Review.
16	Final Exam	Final Exam

Workload Calculation				
Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	2	42
Term Project	11	1	0	11
Individual Work	4	5	0	20
Midterm Examination	1	0	1	1

Final Examination	1	0	1	1
			Total Workload (Hours)	75
			[Total Workload (Hours) / 25*] = **ECTS**	3
**25 hour workload is accepted as 1 ECTS*				

Learning Outcomes	
1	To be able to comprehend recognize the national and international civil aviation organizations.
2	To be able to define ground handling services and definitions.
3	To be able to comprehend handling service departments.
4	To be able to analyse equipments used for ground services.
5	To be able to define airport terminal structure, aircraft structure and apron safety

Programme Outcomes *(Tourism Guiding)*	
1	To have scientific and professional ethical values
2	To gain the ability of analytical and critical thinking
3	To have an awareness of requirement of gaining lifelong new knowledge and skills
4	To know the basic concepts about tourism sector
5	To comprehend relationship between tourism and natural, cultural and social environment
6	To have enough foreign language knowledge to follow trends and studies in his/her field and to be able to communicate
7	to be able to use the second foreign language at medium level.
8	to have the ability of doing team work.
9	To gain the ability to use information technologies in his/her field at a good level.
10	To gain administrative knowledge and ability in his/her field.
11	To be competent on the subject of human relations and behaviours which are required in tourism industry
12	To be able to track the trends in his/her field.
13	To have knowledge and ability on the subjects required for his/her profession.
14	To have comprehensive knowledge required for his/ her profession about other tourism services
15	To have enough knowledge about culture and customs of his/her own country.
16	To have enough knowledge about different cultures and customs.

Contribution of Learning Outcomes to Programme Outcomes *1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High*

	L1	L2	L3	L4	L5
P1	2	2	3	3	3
P2	2	3	3	3	3
P3	3	5	4	5	5
P4	5	4	4	4	4
P5	3	3	3	3	3
P6	3	4	3	3	5
P7	4	4	5	5	5
P8	3	4	3	3	3
P9	3	3	4	3	3
P10	4	3	3	3	3
P11	4	4	5	5	5
P12	5	4	5	5	5
P13	5	5	5	5	5
P14	5	5	5	5	5
P15	5	5	5	5	5
P16	5	5	5	5	5