SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: AIRLINE OPERATIONS

CODE NO.:   **SEMESTER:** Winter/Fall/Summer

PROGRAM: Airline Operations

AUTHOR: JOHN BELL, A.A.E. - BERNICE BELL

DATE: JAN, 2015   **PREVIOUS OUTLINE DATED: OCT, 2004**

APPROVED:

TOTAL CREDITS:

PREREQUISITE(S):

LENGTH OF COURSE: 150 Hours

I.   PHILOSOPHY/GOALS:
This course will provide the student with the knowledge to work in a complicated airline environment. The student will have a detailed understanding of aspects related to aircraft, a detailed knowledge of ramp attendant duties and a good overview of airline operations.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course the student will demonstrate the ability to:

1)   Explain the history and development of airlines and the careers available within the industry.

Potential Elements of the Performance:
-    Describe the development of airlines.
-    Explain the responsibilities of the various job functions within an airline.
-    Identify the relationships of positions within an airline.

2)   Describe an Airline Dispatch Control Centre.

Potential Elements of the Performance:
-    Describe the duties and responsibilities of an airline dispatcher.
-    Explain the requirements of an airline dispatch system.
-    Explain the importance of the elements of weather and the need for accurate forecasting.

3)   Describe the navigation and communication systems used by airlines.

Potential Elements of the Performance:
-    Explain the various navigation systems.
-    Demonstrate knowledge of radio procedures.

4)   Classify the roles of airlines and airports.

Potential Elements of the Performance:
-    Compare the airline operation to the airport operation and describe the similarities and differences.

5)   Create a marketing plan for the airlines.

Potential Elements of the Performance:
-    Define the concept of marketing.
-    Describe the business of an airline.
-    Explain the development of a marketing plan for an airline.
-    Explain the promotion of the airline products.

6)   **Describe a safe aircraft fueling operation.**

Potential Elements of the Performance:
- Explain the different types of fuel used by aircraft.
- Explain the different types of fuel distribution systems for aircraft.
- Explain the safety procedures taken when fueling an aircraft.

7)   **Describe the functions of an airline ground handling operation.**

Potential Elements of the Performance:
- Explain the safety practices in place on the ramp.
- Demonstrate the hand signals used in aircraft marshalling.
- Explain the various baggage systems used at airports.
- Describe the variety of duties carried out during aircraft ground handling.

8)   **Explain the airline security requirements.**

Potential Elements of the Performance:
- Describe the requirement for airline security.
- Explain the basic airport and airline security measures.
- List the requirements for the transportation of prisoners and firearms.
- Describe the response to threats to aviation.

9)   **Explain the handling and control of dangerous goods.**

Potential Elements of the Performance:
- Identify the classes of dangerous goods.
- Describe the requirements of shipping dangerous goods.
- Describe the development of an emergency response assistance plan.

10)   **Describe the operation of an aircraft surface contamination program.**

Potential Elements of the Performance:
- Identify the different types of contamination.
- Explain the effects that contamination has on aircraft performance.
- Describe the action taken to prevent and remove aircraft contamination.

11)   **Review the agencies responsible for the governing of aviation regulations.**

Potential Elements of the Performance:
- Identify the governing agencies and their roles in aviation regulations.
- Review the information used to develop up-to-date transportation policies and legislation.

III.   LEARNING ACTIVITIES/REQUIRED RESOURCES:

This course is designed for distance education and for instruction and presentation in a classroom environment. Upon completion of each module, the student will be required to successfully complete an exam ranging from multiple choice to narrative responses.

IV.   EVALUATION/GRADING SCHEME:

An alphabetical grading scheme will be used.

The following semester grades will be assigned to students in all credit courses.

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	

V.   REQUIRED STUDENT RESOURCES:
Course material is located on Sault College LMS.

VI.   RESOURCE MATERIAL:
Additional resource materials are available through public libraries.

VII.   PRIOR LEARNING ASSESSMENT:
Credits will be considered if the student is enrolled in the Airport Administration and Services offered by Sault College. No other credits will be considered.

VIII.   COURSE OUTLINE AMENDMENTS:
The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

IX.   RETENTION OF COURSE OUTLINES:
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

X.   ACCESSIBILITY SERVICES:
If you are a student with a disability (e.g. physical limitations, visual impairments, hearing

impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Accessibility Services office. Visit Room E1101 or call 705 759-2554 extension 2703 so that support services can be arranged for you.

XI.   COMMUNICATION:
The College considers Desire2Learn (D2L) as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of this Learning Management System (LMS) communication tool.

XII.   ACADEMIC DISHONESTY:
Students should refer to the definition of "academic dishonesty" in Student Code of Conduct. Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.