

**MAHAKAUSHAL UNIVERSITY,
JABALPUR M.P.**



SYLLABUS

**MAHAKAUSHAL UNIVERSITY,
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Unit 1: Basics of English Communication

- Introduction to Communication
 - Meaning and process of communication
 - Types of communication (Verbal and Non-verbal)
 - Barriers to communication
 - Basics of Grammar
 - Parts of speech
 - Sentence structure and formation
 - Tenses and their uses
 - Vocabulary Building
 - Synonyms and antonyms
 - Commonly used aviation terms
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Unit 2: Listening Skills

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- Importance of listening in aviation
 - Listening comprehension exercises
 - Understanding accents (British, American, etc.)
 - Recognizing keywords and context clues
 - Practice with audio materials like in-flight announcements and dialogues
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Unit 3: Speaking Skills

- Basics of pronunciation and fluency
 - Stress and intonation patterns
 - Practice with phonetics
 - Conversational English
 - Situational dialogues (e.g., with passengers, crew, airport staff)
 - Role-plays and group discussions
 - Public Speaking and Confidence Building
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Unit 4: Reading Skills

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- Comprehension techniques
 - Understanding aviation-related texts (e.g., manuals, guidelines)
 - Identifying the main idea and supporting details
 - Reading practice
 - Skimming and scanning techniques
 - News articles and professional documents
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Unit 5: Writing Skills

- Basics of formal writing
 - Sentence and paragraph construction
 - Cohesion and coherence in writing
- Aviation-specific writing
 - Writing in-flight announcements
 - Drafting emails, memos, and reports
- Error correction and editing

Unit 1: Introduction to Personality Development

1. Meaning and importance of personality in the aviation industry
 2. Elements of a good personality: grooming, posture, and poise
 3. Self-awareness and self-confidence building
 4. Personal SWOT analysis (Strengths, Weaknesses, Opportunities, Threats)
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Unit 2: Communication Skills

1. Basics of communication: verbal and non-verbal communication
 2. Barriers to effective communication and their solutions
 3. Listening skills: active and empathetic listening
 4. Role of communication in customer service
 5. Body language and its importance in aviation
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Unit 3: Teamwork and Interpersonal Skills

1. Building rapport with customers and team members
 2. Team dynamics and collaboration
 3. Conflict management and problem-solving techniques
 4. Emotional intelligence (EQ) and its significance
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Unit 4: Aviation-Specific Communication

1. Aviation terminology and codes
 2. In-flight announcements and cabin crew communication protocols
 3. Handling customer inquiries, complaints, and difficult passengers
 4. Cross-cultural communication in aviation
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Unit 5: Professional Grooming and Etiquette

1. Personal hygiene and professional grooming standards
2. Dressing for the aviation profession: uniforms and accessories
3. Business etiquette: formal greetings, introductions, and meetings
4. Time management and organizational skills

Paper Name: Basis of Aviation

Paper Code: 103

Unit 1: Introduction to Aviation Industry

- History of aviation and development
- Types of airlines (domestic, international, cargo, and charter)
- Key players in the aviation industry
- Aviation regulatory bodies (ICAO, IATA, DGCA)
- Functions and objectives of aviation organizations

Unit 2: Aviation Operations

- Aircraft types and configurations
- Airport operations and management
- Ground handling services
- Cabin crew roles and responsibilities
- Safety and security measures in aviation

Unit 3: Air Travel Geography

- Time zones and calculation of time differences
- Major airports and routes worldwide
- Weather patterns affecting aviation
- International airport codes (IATA & ICAO codes)
- Flight path planning and navigation basics

Unit 4: Customer Service in Aviation

- Importance of customer service in airlines
- Communication skills for cabin crew
- Handling passengers (VIPs, special needs, etc.)
- Managing in-flight challenges and conflicts
- Passenger safety and emergency protocols

Unit 5: Aviation Terminology and Regulations

- Common aviation terms and phrases
- Air travel documentation (passport, visa, tickets)
- Rules and regulations of the aviation industry
- Environmental impacts of aviation and sustainability measures
- Basic first aid and medical protocols in aviation

Paper 4: Role of Cabin Crew

Unit 1: Introduction to Aviation

- Overview of the aviation industry.
- History and evolution of aviation.
- Functions and structure of an airline.
- Key terms in aviation.

Unit 2: Role and Responsibilities of Cabin Crew

- Duties before, during, and after a flight.
- Safety and emergency procedures.
- Passenger care and customer service.
- Handling special passengers (e.g., elderly, children, disabled passengers).
- Collaboration with ground staff and other crew members.

Unit 3: In-Flight Service

- Food and beverage service.
- Handling passenger requests and complaints.
- Maintaining cabin cleanliness and order.
- Managing the cabin environment (temperature, lighting, etc.).

Unit 4: Emergency Situations and First Aid

- Types of emergencies (medical, fire, decompression, etc.).
- First aid basics and CPR.
- Evacuation procedures and equipment.
- Managing in-flight medical situations.
- Communication with the cockpit during emergencies.

Unit 5: Aviation Security and Safety

- Security protocols onboard.
- Threat management and dealing with unruly passengers.
- Aviation safety regulations.
- Cabin crew role in security and safety audits.
- Handling dangerous goods and hazardous materials.

Paper 5: Aviation Nursing

Unit 1: Basics of Aviation Nursing

- Introduction to Aviation Nursing
- Role and Importance of Aviation Nursing in the Air Travel Industry
- Understanding of Air Hostess Duties and Medical Assistance
- Medical Emergencies in Aircraft: Identification and Management
- Safety and Emergency Protocols in Aviation

Unit 2: First Aid and Emergency Medical Procedures

- Basic First Aid Techniques
- CPR (Cardiopulmonary Resuscitation) and AED (Automated External Defibrillator)
- Management of Trauma Cases: Bleeding, Fractures, Burns, etc.
- Aircraft Emergency Evacuation Procedures
- Management of Cardiac and Respiratory Emergencies in the Air

Unit 3: Health and Hygiene

- Importance of Health and Hygiene for Air Hostesses
- Infection Control: Preventing and Managing Communicable Diseases
- Sterilization and Sanitation in the Aircraft Cabin
- Personal Hygiene and its Impact on Passengers' Health
- Handling Food and Water Safety in Air Travel

Unit 4: Medical Conditions and Special Passengers

- Common Medical Conditions Found in Passengers (e.g., Asthma, Diabetes, etc.)
- Managing Pregnant Passengers
- Handling Pediatric and Geriatric Passengers
- Special Needs Passengers: Disabilities and Medical Conditions
- In-flight Medical Equipment and their Usage

Unit 5: Psychological Aspects of Aviation Nursing

- Dealing with Passenger Anxiety and Panic Attacks
- Psychological First Aid for Passengers in Crisis
- Crew Stress Management and Burnout Prevention
- Communication Skills in Handling Sensitive Health Issues
- Crisis Management and Passenger Care in Emergency Situations

Paper 6: Aviation Management

Unit 1: Introduction to Aviation Industry

- Overview of the aviation industry
- History of aviation and airlines
- Types of aviation (commercial, private, cargo)
- Airlines' organizational structure
- Aviation regulations and bodies (ICAO, IATA, DGCA)

Unit 2: Airline Operations and Services

- Airline business models (LCC, FSC)
- Flight operations and scheduling
- Airport ground handling
- In-flight services and catering
- Customer relationship management in airlines
- Aviation marketing and branding

Unit 3: Airport Management

- Airport infrastructure and facilities
- Terminal operations and services
- Ground services (check-in, baggage handling, boarding)
- Security protocols and safety measures
- Air traffic management and control

Unit 4: Aviation Safety and Security

- Safety protocols and international standards
- Emergency procedures and crisis management
- Aviation security and baggage screening
- Role of cabin crew in safety and emergency management
- Legal aspects of aviation safety

Unit 5: Human Resource Management in Aviation

- Recruitment and training of aviation staff
- Role of cabin crew in passenger service
- Leadership and management in aviation companies
- Labor laws and regulations for aviation workers
- Performance management in aviation organizations

Paper Name: Handling Onboard

Unit 1: Introduction to Cabin Crew Responsibilities

- Overview of Airline Industry
- Roles and Responsibilities of Cabin Crew
- Importance of Safety and Security Onboard
- Passenger Handling and Customer Service

Unit 2: In-flight Safety Procedures

- Safety Briefing for Passengers
- Emergency Equipment and Its Usage
- Cabin Crew Communication Systems
- Dealing with In-Flight Emergencies (e.g., Medical, Fire, etc.)

Unit 3: Cabin Service Management

- Food and Beverage Service
- Special Requests and Handling Special Passengers (e.g., Elderly, Children)
- Managing Cabin Comfort and Cleanliness
- Dealing with Difficult Passengers

Unit 4: Security Measures Onboard

- Passenger Security Screening
- Handling Unruly or Suspicious Passengers
- Preventing and Responding to Hijacking
- Cabin Crew's Role in Handling Terrorist Threats

Unit 5: Communication and Coordination with Ground Crew

- Pre-flight Coordination with Ground Crew
- Cabin Crew-Ground Crew Communication During Flight
- Emergency Coordination Between Cabin Crew and Airport Staff
- Post-flight Procedures