



**ANNEXURE I**

**TRAINING MODULES**

**General Aviation Syllabus**

**1<sup>st</sup> Semester**

**Module 1: Aviation Basics**

- 1.1 History of Aviation
- 1.2 Aviation Organizations and Regulations

**Module 2: Aviation Geography**

- 2.1 IATA
- 2.2 AAI

**2<sup>nd</sup> Semester**

**Module 1: Aviation Fundamentals**

- 1.1 Aviation Conventions
- 1.2 Aircraft
- 1.3 Basic Aerodrome Infrastructure

**Module 2 – Passenger Handling – Domestic**

- 2.1 Introduction to airports and airline ground operations
- 2.2 Computer Reservations and departure control system
- 2.3 Airport Entry formalities, role for CISF baggage screening etc

**Module 3 – Passenger Handling - Domestic**

- 3.1 Introduction to airport and airline ground operations
- 3.2 Computer Reservations and departure control system
- 3.3 Airport Entry formalities, role of CISF baggage screening etc
- 3.4 Passenger Check-in formalities
- 3.5 Arrival Formalities

**3<sup>rd</sup> Semester**

**Module 1: Passenger Handling – International**

- 1.1 Departure
- 1.2 International Arrival Formalities

**Module 2: Cargo – Domestic – Dispatch**

- 2.1 Basics of Cargo
- 2.2 Cargo- Domestic – Arrival
  - 2.2.1 Offloading, Checklist, delivery book, Binning, Arrival Intimation, CDA, DACC
  - 2.2.2 Types and Nature of Cargo
  - 2.2.3 Rates & Tariffs
  - 2.2.4 Cargo Claims and Complaints

**4<sup>th</sup> Semester**

**Module 1: International Cargo**

- 1.1 Export Cargo
- 1.2 Import Cargo
- 1.3 Custom Formalities
- 1.4 New trends in Export and Import procedures and handling ice gate, E-payment, online filing
- 1.5 Inland Container depot

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- Module 2: Reservation and Ticketing  
2.1 GDS – Galileo, Amadeus, Sabre and Abacus  
2.2 Benefits in CRS  
2.3 Ticketing procedures – PNR  
2.4 E-Ticketing

**5<sup>th</sup> Semester**

- Module 1: Theory of Lights  
1.1 How an aircraft flies  
1.2 Load and trim – weight and balance  
1.3 Practical and Trim sheets  
1.4 Airport Ground Handling  
Module 2: Airline Customer Services  
2.1 In-flight services  
2.2 Onboard handling of passengers  
Module 3: Aviation as a career  
3.1 Customer Service Orientation  
3.2 Softskills required for aviation operations  
3.3 Aviation as a career

**Note: The above-mentioned syllabus shall be completed in 3 Semesters for IATA students and in the fourth and fifth semester they will undergo IATA Syllabus training.**

**IATA Syllabus – 4<sup>th</sup> and 5<sup>th</sup> Semester**

- Module 1: Introduction to Airport and Airline Ground Operations  
1.1 Airport as an operational system  
1.2 Airline Ground Operational Requirement  
1.3 International passenger and baggage, carriage regulatory framework  
Module 2: Computer Reservations and Departure Control Systems Function  
2.1 The computer reservation system  
2.2 Departure Control System  
Module 3: Check-in procedures for passengers and their baggage  
3.1 Travel and Health Documentation  
3.2 Passenger Acceptance  
3.3 Baggage Acceptance  
3.4 Passenger Category  
3.5 Arrival and Transfer Services  
Module 4: Conditions of Carriage, Boarding Procedures and Close-out Messaging  
4.1 Conditions of contract for carriage of passengers and baggage  
4.2 Passenger Boarding Procedures and Flight Close-out messaging  
Module 5: Dangerous Goods Regulations  
5.1 International Dangerous Goods Regulatory References.  
5.2 Restrictions and Limitations  
5.3 Classification, Packaging, marking and labelling





5.4 Dangerous Goods emergency procedures

Module 6: Managing Passenger Interactions

- 6.1 Importance of Customer Service to the Business
- 6.2 Handling passenger interactions efficiently

Module 7: Aviation Security Requirements for Passengers and Baggage

- 7.1 The need for Aviation Security
- 7.2 ICAO International Conventions
- 7.3 Passenger and Baggage Security procedures.
- 7.4 Passenger and Baggage Reconciliation procedures.
- 7.5 Bomb threats and response to them

Module 8: Enhanced Passenger Facilitation

- 8.1 Purpose of advance passenger processing
- 8.2 CUSS, CUTE and CUPPS
- 8.3 Role of [GSAs in Fast Travel Program

Module 9: Future of the Industry

- 9.1 Passenger Ground Services - Future Trends
- 9.2 Your future - Landing a job in aviation

Date: 01.08.2022

Place: BANGALURU

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For KIMS with Seal

Date: 01-08-2022

Place: Bangalore

Name: V.N.B. Nair

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For Partner with Seal

