

ARLN A137: OPERATIONS, TERMINOLOGY, & SAFETY

Item	Value
Curriculum Committee Approval Date	03/13/2019
Top Code	302010 - Aviation and Airport Management
Units	3 Total Units
Hours	54 Total Hours (Lecture Hours 54)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Grading Policy	Standard Letter (S)

Course Description

Preparation for stringent demands of airline travel career training and FAA exams to include industry terminology, airline codes, schedules, Official Airline Guide, federal agencies, airport operations, history, airline deregulation, mergers and acquisitions and their effects. This course examines travel safety and security. Topics include safety regulations of the Federal Aviation Administration, the Department of Transportation and airlines themselves. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Define and relate terminology used in the airline and travel industry.
2. Demonstrate knowledge of airlines by using their two letter codes.
3. Explain safety and security regulations as mandated by the Federal Aviation Administration and Department of Transportation.
4. Demonstrate understanding of cities by their three letter codes.

Course Objectives

- 1. Examine the airline travel industry in relation to the operation of the current industry.
- 2. Examine the history of airlines.
- 3. Evaluate the effects of deregulation on today's airline industry and the travel industry in general.
- 4. Identify the various federal agencies that represent the airline and travel industries and their responsibilities.
- 5. Identify various aircraft used by commercial aviation.
- 6. Explain the use and interpret the Official Airline Guide.
- 7. Identify cities and/or airports by their three letter codes.
- 8. Identify airlines by their two letter codes.
- 9. Identify airport in-flight and ground safety situations.
- 10. Analyze the effectiveness of safety procedures at the airport, both in-flight and on the ground.
- 11. Examine passenger psychology and appropriate responses.
- 12. Identify the safety and emergency equipment on board the various types of aircraft.
- 13. Analyze the effectiveness of anti-terrorism and hijacking techniques.

- 14. Explain safety precautions necessary for domestic and foreign travel.

Lecture Content

Working operations of an airline, history, and schedules is mandatory when working in the airline industry. Deregulation, mergers and acquisitions and their effects on the travel industry is necessary. The airline travel industry History Federal agencies Types of airlines Deregulation Act of 1978 Airline terminology Types of aircraft Airline travel operations Reading and interpreting the Official Airline Guide Airline and city codes Travel related business Examine the airline travel industry Examine the history of airlines Evaluate the effects of deregulation on the travel industry Define and relate terminology used in the travel industry Identify the various federal agencies that represent the airline and travel industries Identify various aircraft used by commercial aviation Explain the function and interpret the Official Airline Guide Identify cities/airports by their three letter codes Identify airlines by their two letter codes Aircraft Types Safety and emergency equipment General emergencies Passenger psychology Federal regulations In-flight Ground Passenger travel safety precautions Domestic and foreign destinations and airports In-flight dress luggage carry-on Passenger role in emergency situations Federal regulations specific to passenger safety Acts of terrorism Hijacking Various forms of terror Equipment Ground In-flight Airport security Roles in safety Federal Aviation Standards National Travel Safety Boards Emergencies Planned Unplanned Announcements Hypoxia Decompression Hypothermia

Method(s) of Instruction

- Lecture (02)
- DE Live Online Lecture (02S)
- DE Online Lecture (02X)

Instructional Techniques

Lecture, handouts, group participation, oral presentations, video, projects, computers, and lab simulations.

Reading Assignments

A. Read assigned chapters and modules prior to class arrival. B. Read posted hospitality articles in Blackboard. C. Read posted discussion topic, research and participate in the argument. D. Research journal topics.

Writing Assignments

Initial writing assignments will include a short essay to assess general country knowledge. Access and develop travel plans based on industry knowledge, including and all courses taken at OCC or other public or private institution relating to the travel industry. Interactive computer demonstration of Power Point presentation skills. Worksheets completed from information in the text, computer software, lectures and video presentations. Examinations consisting of fill-in, multiple choice and short essay. All quizzes and examinations will be at least 75% comprehensive responses. Weekly problem solving exercises will include written and oral comprehensive responses.

Out-of-class Assignments

All quizzes and examinations will be at least 75% comprehensive responses. Weekly problem solving exercises will include written and oral comprehensive responses. Cognitive responses to classroom lecture and demonstration will be required. Proficiency demonstration of applied

skills demonstrating evaluation and critiques techniques. Maps - location on blank maps of countries, major cities, country and water borders, flags, other material deemed pertinent for specified areas.

Demonstration of Critical Thinking

Initial writing assignments will include a short essay to assess general country knowledge. Access and develop travel plans based on industry knowledge, including and all courses taken at OCC or other public or private institution relating to the travel industry. Interactive computer demonstration of Power Point presentation skills. Examinations consisting of fill-in, multiple choice and short essay. Worksheets completed from information in the text, computer software, lectures and video presentations. Participation in role playing, class discussion and other interactive classroom work.

Required Writing, Problem Solving, Skills Demonstration

All quizzes and examinations will be at least 75% comprehensive responses. Weekly problem solving exercises will include written and oral comprehensive responses. Cognitive responses to classroom lecture and demonstration will be required. Proficiency demonstration of applied skills demonstrating evaluation and critiques techniques. Maps - location on blank maps of countries, major cities, country and water borders, flags, other material deemed pertinent for specified areas.

Eligible Disciplines

Aviation (flight, navigation, ground school, air traffic control): Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience. Flight attendant training: Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience.

Textbooks Resources

1. Required Kirkwood, Tim. Flight Attendant Job Finder and Career Guide, ed. DelRay Beach: Planning/Communications, 2002 Rationale: latest 2. Required Sweet, Kathleen M.. Aviation and Airport Security: Terrorism and Safety Concerns, latest ed. New Jersey: Prentice Hall, 2013 3. Required Kean, Thomas H., Hamilton, Lee. National Commission on Terror. The 9/11 Commission Report: Final Report of the National Commission on Terrorist Attacks Upon the United States, latest ed. New York: Norton Company, 2014