

Course Description					
Name	Code	Semester	T+A Hour	Credit	ECTS
PASSENGER SERVICES and GROUND HANDLING MANAGEMENT		HVY2213605	Spring Semester	3+0	3 5
Prerequisites Courses					
Recommended Elective Courses					
Language of Instruction	Turkish				
Course Level	First Cycle (Bachelor's Degree)				
Course Type	Required				
Course Coordinator	Assist.Prof. Fatih KARAMAN				
Name of Lecturer(s)	Assist.Prof. Fatih KARAMAN				
Assistant(s)					
Aim	The aim of this course; without compromising flight safety and security, passengers and their relatives will travel in the most comfortable way, while providing services in a way that will not ignore commercial concerns, and also the concept and development of ground handling services, environmental relations and legislation issues of ground handling companies, management and legislation in these organizations. organization formation, equipment used, load control, communication, aircraft line maintenance, catering service, ramp, flight and operation permits, cargo, mail and other ground services are provided.				
Course Content	This course contains; Ground Handling in the World and in Turkey,Ground Handling Concept and Development,International agreements, laws and regulations (Legislation),Ground Handling Equipment,Passenger Services Processes,Ticket and Boarding Procedures,Management and Organization in Ground Handling,Delay Procedures,Baggage Transactions,Special / Lost and Damaged Baggage Transactions,Ramp and Flight Operation Services,Representation and Oversight Services,Aircraft accidents, main factors in accidents (People, environment, technique, management) Accident Statistics,Presentation / Debate.				
Course Learning Outcomes			Teaching Methods	Assessment Methods	
1 - Will have information about passenger and ground handling services in the world and in Turkey.			16, 9	A	
1.1 - Explains the role and importance of passenger and ground handling services.			16, 9	A	
1.2 - Defines the basic concepts related to passenger and ground handling services.			16, 9	A	
2 - Will have knowledge about national and international legislation.			16, 9	A	
2.1 - Knows the passenger and ground handling regulations.			16, 9	A	
2.2 - Classifies different type of passenger and ground handling services.			16, 9	A	
3 - Will have knowledge about the processes of passenger services.			16, 9	A	
3.1 - Knows the flight acceptance processes.			16, 9	A	
3.2 - Defines processes.			16, 9	A	
4. Will have knowledge about incoming flight acceptance and baggage procedures.			16, 9	A	
4.1 - Explains passenger baggage processes.			16, 9	A	
4.2 - Knows baggage control procedures.			16, 9	A	
5 - Will have knowledge about the main factors of aircraft accidents.			16, 9	A	
5.1 - Knows aircraft accidents and the main factors in accidents (human, environment, technical, management).			16, 9	A	
5.2 - Explains accident statistics based on different factors and causes.			16, 9	A	
Teaching Methods	16: Question - Answer Technique, 9: Lecture Method				
Assessment Methods	A: Traditional Written Exam				
Lecture Schedule					
Sequenc e	Topics	Preliminary Preparation			
1	Ground Handling in the World and in Turkey				
2	Ground Handling Concept and Development				
3	International agreements, laws and regulations (Legislation)				
4	Ground Handling Equipment				
5	Passenger Services Processes				
6	Ticket and Boarding Procedures				
7	Management and Organization in Ground Handling				
8	Delay Procedures				
9	Baggage Transactions				
10	Special / Lost and Damaged Baggage Transactions				
11	Ramp and Flight Operation Services				
12	Representation and Oversight Services				
13	Aircraft accidents, main factors in accidents (People, environment, technique, management) Accident Statistics				
14	Presentation / Debate				
Evaluation Methods		Weight(%)			
Midterm Exam		40			
General Exam		60			

School of Business and Management Sciences / Aviation Management
2024 - 2025 Academic Year
PASSENGER SERVICES and GROUND HANDLING MANAGEMENT
Syllabus

Resources

1 - Yer Hizmetleri Yönetimi (Ground Handling), Anadolu Üniversitesi, 2016.

2 - Yolcu ve Yer Hizmetleri (Passenger Services and Ground Handling), Atatürk Üniversitesi, 2020.

PowerPoint Presentations

Lecture Notes