

## GENEL TANIM / GENERAL DESCRIPTION

Ders Adı / Course Name	Ground Services Management & Applications / Ground Services Management & Applications	
Ders Kodu / Course Code	ECAM320	
Ders Türü / Course Type		
Ders Seviyesi / Course Level	Bachelor / Bachelor	
Ders Akts Kredi / ECTS	7.00	
Haftalık Ders Saati (Kuramsal) / Course Hours For Week (Theoretical)	3.00	
Haftalık Uygulama Saati / Course Hours For Week (Objected)	0.00	
Haftalık Laboratuar Saati / Course Hours For Week (Laboratory)	0.00	
Dersin Verildiği Yıl / Year	3	
Öğretim Sistemi / Teaching System	Daytime Class / Daytime Class	
Eğitim Dili / Education Language	English / English	
Ön Koşulu Olan Ders(ler) / Precondition Courses	None	None
Amacı / Purpose	This course will build necessary knowledge about how airlines and airports operate in relation to the provision of ground operations covering a number of administrative and operational functions related to the servicing of a parked aircraft on arrival and its preparation for departure. It's also aimed to underline the passenger and baggage check-in & boarding procedures, including passengers with special needs, interpret the respective regulatory requirements related to passenger and baggage transport. The key principles and concepts to provide superior customer service in a demanding customer facing environment will also be highlighted. Beside the passenger and baggage handling, aircraft handling which covers aircraft loading and servicing activities involves the loading and unloading of baggage, cargo, mail and other load items as well positioning and operating the Ground Support Equipment (GSE) such as steps, ground power units and activities such as pushback will also be described during the course.	This course will build necessary knowledge about how airlines and airports operate in relation to the provision of ground operations covering a number of administrative and operational functions related to the servicing of a parked aircraft on arrival and its preparation for departure. It's also aimed to underline the passenger and baggage check-in & boarding procedures, including passengers with special needs, interpret the respective regulatory requirements related to passenger and baggage transport. The key principles and concepts to provide superior customer service in a demanding customer facing environment will also be highlighted. Beside the passenger and baggage handling, aircraft handling which covers aircraft loading and servicing activities involves the loading and unloading of baggage, cargo, mail and other load items as well positioning and operating the Ground Support Equipment (GSE) such as steps, ground power units and activities such as pushback will also be described during the course.
İçeriği / Content	Many aspects of ground operations for which IATA has developed recommended industry standards and procedures, as detailed in the IATA Airport Handling Manual (AHM) will also be covered within the content of the course. By underlying the importance of On-Time Performance (OTP) from airline perspective; the course aims to examine ground handling functions, from marshaling to pushback, check-in to deicing and understand and assess the management responsibilities on the ramp and in the passenger and cargo term	Many aspects of ground operations for which IATA has developed recommended industry standards and procedures, as detailed in the IATA Airport Handling Manual (AHM) will also be covered within the content of the course. By underlying the importance of On-Time Performance (OTP) from airline perspective; the course aims to examine ground handling functions, from marshaling to pushback, check-in to deicing and understand and assess the management responsibilities on the ramp and in the passenger and cargo term
Önerilen Diğer Hususlar / Recommended Other Considerations	None	None

Staj Durumu / Internship Status	None	None
Kitabı / Malzemesi / Önerilen Kaynaklar / Books / Materials / Recommended Reading	IATA Airport Handling Manual and IATA Standard Ground Handling Agreement; IATA Regulations & Resolutions, IATA Ground Operations Manual (IGOM) and other relevant national and international sources from SHGM& IATA& ICAO&DHMI.	IATA Airport Handling Manual and IATA Standard Ground Handling Agreement; IATA Regulations & Resolutions, IATA Ground Operations Manual (IGOM) and other relevant national and international sources from SHGM& IATA& ICAO&DHMI.
Öğretim Üyesi (Üyeleri) / Faculty Member (Members)	Dr. Ali Leventeli	Dr. Ali Leventeli

### ÖĞRENME ÇIKTILARI / LEARNING OUTCOMES

1	Have the information passenger service infrastructure will form the theoretical basis	Have the information passenger service infrastructure will form the theoretical basis
2	Have information about operational services, cargo services and ground handling services	Have information about operational services, cargo services and ground handling services
3	To learn the terminology of aviation and aviation phonetic	To learn the terminology of aviation and aviation phonetic

### HAFTALIK DERS İÇERİĞİ / DETAILED COURSE OUTLINE

Hafta / Week					
1	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.				
	Terms of ground services				
2	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Staff of airport				
	Staff of airport				
3	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Preparing a aircraft to a flight				
	Preparing a aircraft to a flight				
4	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Services of airport ramp				
	Services of airport ramp				
5	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Services of catering				
	Services of catering				

6	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Vehicles which supply ground service				
	Vehicles which supply ground service				
7	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	De and anti icing				
	De and anti icing				
8	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Midterm				
	Midterm				
9	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Ramp load and empty-				
	Ramp load and empty-				
10	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Ramp equipment operation				
	Ramp equipment operation				
11	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Control of unit loaders				
	Control of unit loaders				

12	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Ramp safety and apron rules				
	Ramp safety and apron rules				
13	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Protect aircraft and seek it				
	Protect aircraft and seek it				
14	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	Final Exam				
	Final Exam				

## DEĞERLENDİRME / EVALUATION

Yarıyıl (Yıl) İçi Etkinlikleri / Term (or Year) Learning Activities	Sayı / Number	Katkı Yüzdesi / Percentage of Contribution (%)
Ara Sınav / Midterm Examination	1	100
Toplam / Total:	1	100
Başarı Notuna Katkı Yüzdesi / Contribution to Success Grade(%):		40

  

Yarıyıl (Yıl) Sonu Etkinlikleri / End Of Term (or Year) Learning Activities	Sayı / Number	Katkı Yüzdesi / Percentage of Contribution (%)
Final Sınavı / Final Examination	1	100
Toplam / Total:	1	100
Başarı Notuna Katkı Yüzdesi / Contribution to Success Grade(%):		60

  

Etkinliklerinin Başarı Notuna Katkı Yüzdesi(%) Toplamı / Total Percentage of Contribution (%) to Success Grade:	100
Değerlendirme Tipi / Evaluation Type:	

## İŞ YÜKÜ / WORKLOADS

Etkinlikler / Workloads	Sayı / Number	Süresi (Saat) / Duration (Hours)	Toplam İş Yüğü (Saat) / Total Work Load (Hour)
Ara Sınav / Midterm Examination	1	60.00	60.00
Final Sınavı / Final Examination	1	120.00	120.00
Toplam / Total:	2	180.00	180.00
Dersin AKTS Kredisi = Toplam İş Yüğü (Saat) / 25.00 (Saat/AKTS) = 180.00/25.00 = 7.20 ~ / Course ECTS Credit = Total Workload (Hour) / 25.00 (Hour / ECTS) = 180.00 / 25.00 = 7.20 ~			

PROGRAM VE ÖĞRENME ÇIKTISI / PROGRAM LEARNING OUTCOMES

Öğrenme Çıktıları / Learning Outcomes	Program Çıktıları / Program Outcomes													
	1.1.1	1.1.2	1.1.3	1.1.4	1.1.5	1.1.6	1.1.7	1.1.8	1.1.9	1.1.10	1.1.11	1.1.12	1.1.13	1.1.14
1. Have the information passenger service infrastructure will form the theoretical basis / Have the information passenger service infrastructure will form the theoretical basis	3	3	3	4	5	4	4	3	3	4	4	4	4	4
2. Have information about operational services, cargo services and ground handling services / Have information about operational services, cargo services and ground handling services	4	4	5	3	4	4	5	4	3	3	3	4	4	4
3. To learn the terminology of aviation and aviation phonetic / To learn the terminology of aviation and aviation phonetic	3	3	4	4	3	5	4	4	3	4	4	4	4	4

Katkı Düzeyi / Contribution Level : 1-Çok Düşük / Very low, 2-Düşük / Low, 3-Orta / Moderate, 4-Yüksek / High, 5-Çok Yüksek / Very high