

SYLLABUS
MANONMANIAM SUNDARANAR UNIVERISTY,
TIRUNELVELI-12

**CERTIFICATE COURSE IN AIR TICKETING AND CARGO
MANAGEMENT**

Subject Status	Subject Title	Subject Code
Core	Air Ticketing	CIEMT1
Core	Cargo Management	CIEMT2
Project	Project	CIEMP1

AIR TICKETING

Unit – 1

Overview, The continents of the world, Map reading with Longitude and Latitude, Countries of the world, Major Cities of the World, World Famous Destinations, Overview, The 24-Hour Time Clock, The World Time Zones, The Prime Meridian, Daylight Saving Time, International Date Line, Elapse Travel Time.

Unit – 2

Civil Aviation – introduction, history, domestic, airlines, international airlines. Airlines in India – IATA, UFTA, FIATA, ICAO etc. Codes – 2 character Airline Codes, 3 letter City codes, 3 Letter Airport Codes – line different calculation of flights. Airline in – flight facilities and services – superior class – business class – club class – first class – supersonic class – passenger with special care.

Unit – 3

International travel formalities – check in formalities – airport formalities – arrival formalities – departure formalities. Travel regulations – travel documents: Passport, Visa, Health Documents, Obtaining Travel Documents, Customs, Currencies, Travel Insurance.

Unit – 4

Mileage system – Fare breaking point – Neutral unit of construction – Maximum Permitted mileage – extra mileage allowance – extra mileage surcharge – higher intermediate point – constructed fare – check – basic haul – circle trip, maximum rate of exchange – local selling fare – one way journey – definition, problems with EMA, EMS, HID, BHC – Return trip journey – definition – CT-RT- problem with EMA, EMS, HID – define CTM with problems – Filling of a ticket – Fare Calculation Box.

Unit – 5

Air Fares and Ticketing

IATA Geography and Global Indicators, International Sales Indicators, Fare Selection, Currency Rule, Specified Routings, SITI One Way and Return Fare construction, Add-ons, Mixed class Fare, TFCs (Taxes, Fees and Charges), Children and Infants' Fares, Special Fares.

Reference :

1. Dennis L.Foster : An Introduction To Travel & Tourism.
2. Jagmohan Negi : Travel Agency & Tour Operation – Concepts & Principles.
3. Lonely Planet : The Travel Book – A Journey Through Every Country of the world.
4. IATA Foundation : IATA / UFTAA Travel and Tourism.

CARGO MANAGEMENT

Unit – 1

Cargo definitions, Air Cargo, Marine Cargo, Cargo Terminology, Cargo Trends and Forecasts.

Unit – 2

Cargo entities and Organizations use of Air Cargo Guides, Aircraft Types and ground support equipments.

Unit – 3

Cargo Procedure – Identification of Cargo, Air Cargo Acceptance, Cargo booking Procedure, Cargo Rates and charges, Airway Bill, Restrictions in acceptance of Cargo, Cargo Automation.

Unit – 4

Handling – Cargo capacity of Air and Ships, Cargo needing special attention, introduction to dangerous goods regulations. Some cargo companies.

Unit – 5 :- Cargo Agents :-

Cargo Agents and their functions, cargo Agency Registration, Effective Cargo Claims Management.

Reference :

1. Surabhi Srivastava Manoj Dixit : Cargo Management : An international Prospective.
2. Prem Nath Dhar : Global Cargo Management Concept, Typology, law and policy.
3. J Mark Rowbotham : Introduction to Marine Cargo Management.
4. Andrew S. Jakes : Cargo Movers and their Revenue.
5. Alan S. Kahann : Potential for the People Mover Industry.

PROJECT