

SYLLABUS

I. GENERAL DATA ON SUBJECT COURSE	
CODE AND NAME OF SUBJECT (in Estonian and English)	AM.036 Lennujaama tehnika <i>Airport Technology and Equipment</i>
ACADEMIC YEAR, TERM	2019/2020 autumn term, daytime study
CURRICULUM, SPECIALITY AND MODULE WHERE THE SUBJECT BELONGS TO	Aviation Company Management (2284), AM
VOLUME OF SUBJECT (ECTS)	4.0 ECTS
FORM OF CONTROL	Examination
WORKLOAD AND FORMAT OF STUDIES	Contact hours – 26 hrs; independent work – 78 hrs
LANGUAGE OF INSTRUCTION	English
ADDITIONAL INFORMATION (PREREQUISITE SUBJECT COURSES, RESTRICTIONS)	-
LECTURER	Tiit Kepp, Valter Veedler

II. GOAL OF SUBJECT, LEARNING OUTCOMES AND SHORT DESCRIPTION OF THE COURSE	
GOAL OF SUBJECT COURSE	To educate (or introduce or give the knowledge?) the students about the necessity and importance of ground service, its processes and technology, and describe the processes of different ground services in depth.
LEARNING OUTCOMES	The student having covered the subject course: <ul style="list-style-type: none"> 1) knows the place and functions of check-in and gate control in the chain of ground service of aircraft; 2) knows the purpose of the technology/equipment necessary for passenger, aircraft and airfield service and able to participate in the equipment evaluation process; 3) is able to participate in the management of ground handling services; 4) orients well in the IATA Airport Handling Manual (AHM); 5) knows the modern challenges and development trends of airport ground handling.
SUBJECT COURSE DESCRIPTION	The students are introduced the processes and technology connected with ground service and also the planning of human resources. They are also introduced how to carry out public procurements of special technology/machinery. The students have to do independent practical exercises.

III. GRADING SYSTEMS AND CRITERIA	
PREREQUISITES TO BE ALLOWED TO TAKE	The student has to have passed a written test on “The influence of passenger service processes on the whole chain of services” by the 47th week of year.

EXAMINATION/PRELIMINARY EXAMINATION	
FORMATION OF EXAMINATION MARK/OF PRELIMINARY EXAM	Passing the written test and the oral exam.
OPPORTUNITIES FOR SETTLING ARREARS/INSUFFICIENCIES IN ACADEMIC PROGRESS	Examination can be re-taken.
GRADING SYSTEM	RESPECTIVE MARKING CRITERIA
	PERCENTAGE OF CORRECT ANSWERS: 91-100% GRADE A 81-90% GRADE B 71-80% GRADE C 61-70% GRADE D 51-60% GRADE E

IV. SCHEDULE AND LIST OF TOPICS

WEEK OF YEAR	WORK FORMAT	TOPICS	LECTURER
	Lecture, 3 hrs	Introduction. Overview of passenger registration process. Different check-in systems. Different innovative solutions.	
	Lecture, 3 hrs	Equipment/technology related to passenger service. Printers, readers, IT equipment, etc.	
	Lecture, 3 hrs	Service contracts between aviation companies and servicing agencies. Service standards agreed upon, contractual penalties, etc.	
	Lecture, 3 hrs	Equipment used in baggage handling area and in cargo terminals. Technology used in security assurance.	
	Lecture, 3 hrs	Equipment used in aircraft service. International requirements set on technology/equipment.	
	Lecture, 3 hrs	Choice of equipment used in aircraft service and conducting public procurements. Financing. Depreciation.	
	Lecture, 3 hrs	In-service training of personnel in equipment and technology. Maintenance and overhaul of equipment.	
	Lecture, 2 hrs	Runway service machinery. Assessment of environmental impact. Planning. Infrastructure.	
	Lecture, 1 hr	Work organisation in Tallinn Airport.	
	Examination, 2 hrs	Oral examination.	

V. LEARNING MATERIALS

Compulsory materials:

Lecture notes

Additional materials recommended:

1. IATA Passenger Services Conference Resolutions Manual (latest edition)
2. Airport Handling Manual (latest edition)
3. Riigihangete seadus