

Course Title	<b>Airline Operations Management</b>				
Course Code	AVM250				
Course Type	Major Elective				
Level	Bachelor (1 <sup>st</sup> cycle)				
Year / Semester	3 <sup>rd</sup> Year / 1 <sup>st</sup> Semester				
Instructor's name	TBA				
ECTS	5	Lectures / week	3 Hours/ 14 Weeks	Laboratories / week	None
Course Purpose and Objectives	<p>The purpose of the Airline Operations Management course is to provide the student with the knowledge required in order to be able to understand and potentially occupy a management position in an airline operations environment. The course aims to cover subjects like Flight and Ground Operations Organization, AOC Nominated Persons duties and responsibilities, Operational Documentation, Standard Operating Procedures, Operations Control Center and its functions, Air Safety and Compliance with EASA/FAA regulations, Pilots and Cabin Crew duties and responsibilities, Training and the role of the Civil Aviation Authorities.</p>				
Learning Outcomes	<p>Upon successful completion of this course students should be able to:</p> <ul style="list-style-type: none"> <li>• Define the main operational principles and organisation requirements.</li> <li>• Describe the parts that constitute the operational documentation and manuals.</li> <li>• Describe roles and responsibilities of all personnel involved in the airline's operations.</li> <li>• Define the operating procedures used by the crews and specialised ground personnel.</li> <li>• Describe the air safety and compliance rules and the regulatory framework affecting the airline operations.</li> <li>• Describe the supervision of flight operations by the civil aviation authority's;</li> <li>• Describe the functions of all airline's operational departments</li> </ul>				
Prerequisites	AVM113	Co-requisites	None		
Course Content	The material included in this course cover the following subjects:				

	<ul style="list-style-type: none"> <li>• <b>Flight and Ground Operations Organization:</b> The different departments that constitute the flight operations section, unique roles and cooperation within departments</li> <li>• <b>AOC Nominate Persons duties and responsibilities:</b> The requirements for personnel nominated by the authorities to manage the airline operations, job description and legal responsibilities</li> <li>• <b>Pilots and Cabin Crew duties and responsibilities:</b> The requirements for flight deck and cabin crew, skills, human factors, training, job description and legal responsibilities</li> <li>• <b>Operational Documentation:</b> The description of the different parts of the operational documentation, regulations and policies.</li> <li>• <b>Standard Operating Procedures:</b> The description of the operating procedures for crews and ground operational personnel.</li> <li>• <b>Operations Control Center functions:</b> The role of the OCC in planning and dispatching a flight, crew scheduling, mass and balance, flight planning, navigation, meteorology and flight following</li> <li>• <b>Training department:</b> The legalities governing the training of all operations personnel and the various methods of training.</li> <li>• <b>Air Safety and Compliance Monitoring:</b> The regulatory framework in which the airline operations must comply, aspects of air safety, occurrence reporting, risk management, audits, and continuous improvement</li> <li>• <b>Civil Aviation Authorities:</b> The oversight function of the civil aviation authority, specific operating approvals, acceptance of new policies, procedures and manual revisions.</li> </ul> <p>Where appropriate software will be used to demonstrate the way in which technology can be applied for the efficient management of different operations. For example:</p> <ul style="list-style-type: none"> <li>• Flight Operations, Crew scheduling, Aircraft Scheduling etc.: AIMS (<a href="http://www.aims.aero/">http://www.aims.aero/</a>)</li> <li>• Flight planning: LIDO (<a href="https://www.lhsystems.com/solutions-services/operations-solutions/lidoflight">https://www.lhsystems.com/solutions-services/operations-solutions/lidoflight</a>)</li> <li>• Electronic Flight Bags (e.g. Flysmart: <a href="http://www.flysmart.com/">http://www.flysmart.com/</a>, LogiPad: <a href="https://logipad.dextradata.com/">https://logipad.dextradata.com/</a>)</li> <li>• And more</li> </ul>
Teaching Methodology	Face-to-face
Bibliography	<ul style="list-style-type: none"> <li>• <b>Mark J. Holt, Phillip J. Poynor.</b> <i>Air Carrier Operations</i> 2nd Edition. Aviation Supplies and Academics, Inc.; 2 edition (2016) ISBN 978-1619543171</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>James Alan Albright.</b> <i>International Operations Flight Manual.</i> Code7700 LLC, 1<sup>st</sup> edition (2016). ISBN 978-0986263040</li> <li>• <b>Peter J. Bruce.</b> <i>Understanding Decision-making Processes in Airline Operations Control.</i> Routledge, 1<sup>st</sup> edition (2016). ISBN 978-1409411482.</li> <li>• <b>Massoud Bazargan.</b> <i>Airline Operations and Scheduling,</i> 2nd Edition, Routledge, 2016. ISBN 978-0754679004.</li> <li>• Air Ops Annex I to IIIV. Commission Regulation (EU) No 965/2012 on air operations and related EASA Decisions (AMC &amp; GM and CS-FTL.1). Consolidated version. Revision 91 May 2017 (online pdf)</li> <li>• <b>Airline Operations Manuals</b></li> </ul>								
Assessment	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding: 5px;">Examinations</td> <td style="text-align: center; padding: 5px;">70%</td> </tr> <tr> <td style="padding: 5px;">Assignments</td> <td style="text-align: center; padding: 5px;">20%</td> </tr> <tr> <td style="padding: 5px;">Participation</td> <td style="text-align: center; padding: 5px;">10%</td> </tr> <tr> <td></td> <td style="text-align: center; padding: 5px;">100%</td> </tr> </table>	Examinations	70%	Assignments	20%	Participation	10%		100%
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Language	English								