**GAU, School of Aviation, Civil Aviation and Cabin Services**

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| **Course Unit Title** | | | | Passenger Safety and Satisfactions | | | | |
| **Course Unit Code** | | | | CACS205 | | | | |
| **Type of Course Unit** | | | | Compulsory, Civil Aviation and Cabin Services Students | | | | |
| **Level of Course Unit** | | | | 2rd Year | | | | |
| **National Credits** | | | | 2 | | | | |
| **Number of ECTS Credits Allocated** | | | | 3 ECTS | | | | |
| **Theoretical (hour/week)** | | | | 2 | | | | |
| **Practice (hour/week)** | | | | - | | | | |
| **Laboratory (hour/week)** | | | | - | | | | |
| **Year of Study** | | | | 2 | | | | |
| **Semester when the course unit is delivered** | | | | 3 | | | | |
| **Course Coordinator** | | | |  | | | | |
| **Name of Lecturer (s)** | | | |  | | | | |
| **Name of Assistant (s)** | | | |  | | | | |
| **Mode of Delivery** | | | | Face to Face | | | | |
| **Language of Instruction** | | | | English | | | | |
| **Prerequisites and co-requisites** | | | | - | | | | |
| **Recommended Optional Programme Components** | | | | Basic background of Aviation English | | | | |
| **Objectives of the Course:** | | | | | | | | |
| * Teaching the basic procedures for passenger safety * Teaching the basic skills for passenger satisfactions | | | | | | | | |
| **Course Description** | | | | | | | | |
| This course provides an overview about the passenger safety and satisfaction together with main developments and challenges that the major group of activities in aviation faces. The skills and responsibilities expected by the world’s leading airlines introduced in this course as well. Special emphasis is given to customer service and procedures for handling unusual situations during flight. | | | | | | | | |
| **Course Contents** | | | | | | | | |
| Week |  | | | | | | | Exams |
| 1 | Introduction to Passenger Safety and Satisfaction | | | | | | |  |
| 2 | Regulations and standards of ICAO, IATA, EASA, FAA and national authority guidelines | | | | | | |  |
| 3 | Cabin safety procedures (safety briefings, emergency equipment) | | | | | | |  |
| 4 | Human Factors and Passenger behaviour, psychological responses | | | | | | |  |
| 5 | AI in cabin surveillance and behaviour detection | | | | | | |  |
| 6 | In flight medical emergencies and first aid, crew responsibilities and passenger care | | | | | | |  |
| 7 | AI for inflight health monitoring and health assistance | | | | | | |  |
| 8 | Midterm Exam | | | | | | | Midterm |
| 9 | Customer experience management | | | | | | |  |
| 10 | AI in personalised passenger services | | | | | | |  |
| 11 | Service failures and complaint handling | | | | | | |  |
| 12 | Smart cabin and AI enhanced cabin design | | | | | | |  |
| 13 | Loyalty programs and passenger retention | | | | | | |  |
| 14 | Future trends in passenger safety | | | | | | |  |
| 15 | Final Exam | | | | | | | Final |
| **Recommended Sources** | | | | | | | | |
| **Textbook:**  **Supplementary Material(s):** | | | | | | | | |
| **Assessment** | | | | | | | | |
| Attendance | | 5% |  | | | | | |
| Assignments | | 0% |  | | | | | |
| Project-Seminar | | 0% |  | | | | | |
| Midterm Exam | | 45% | Written | | | | | |
| Quizzes | | 0% |  | | | | | |
| Final Exam | | 50% | Written | | | | | |
| Total | | 100% |  | | | | | |
| **ECTS Allocated Based on the Student Workload** | | | | | | | | |
| Activities | | | | | Number | Duration (hour) | Total Workload (hour) | |
| Hours per week (Theoretical) | | | | | 15 | 2 | 30 | |
| Presenting of observations and tutorials as report | | | | | 5 | 3 | 15 | |
| Preparation of the homework | | | | | 5 | 3 | 15 | |
| Mid Term | | | | | 1 | 11 | 11 | |
| Supervision | | | | | 1 | 14 | 14 | |
| Final Exam | | | | | 1 | 11 | 11 | |
| Total Workload | | | | | | | 96 | |
| Total Workload/30 (h) | | | | | | | 3.2 | |
| ECTS Credit of the Course | | | | | | | 3 | |