

COMMERCIAL AVIATION SERVICES MANAGEMENT PROGRAM

- **Field of Study:** Tourism and Travel Service Management
- **Program Code:** 7810103T
- **Specialization:** Commercial aviation services Management
- **Training Level:** Undergraduate
- **Program Duration:** 4.0 years
- **Degree Title Upon Graduation**
 - **In Vietnamese:** Bằng Cử nhân Quản trị Dịch vụ Du lịch và Lữ hành
 - **In English:** The Degree of Bachelor of Travel and Tourism Services Management

COMMERCIAL AVIATION SERVICES MANAGEMENT

The Commercial Aviation Services Management program at the Vietnam Aviation Academy spans four years, offering in-depth knowledge in commercial aviation services, customer experience management, and passenger services at airports. Students are equipped with communication skills, foreign languages, technology, and critical thinking, preparing them for management positions in airlines, airports, and related businesses. The program includes 120 credits, opening wide career opportunities in the aviation industry.

INFORMATION

Code: HHK

Program Code for Admission: 7810103T

Quota: #

Type of Program: Full-time Undergraduate

Target Applicants: High school graduates

Admission Requirements: In accordance with the current regulations of the Ministry of Education and Training and the training regulations of the Vietnam Aviation Academy

GENERAL OBJECTIVE/GOAL

The general objective is that, upon graduation, learners will possess specialized knowledge and skills in the field of commercial aviation services. They will also have the autonomy and personal responsibility to effectively apply acquired knowledge in practice within businesses, organizations in the aviation and tourism sectors, as well as in relevant state management agencies.

Specific Objectives

- **PO1:** Upon graduation, learners will have foundational to advanced knowledge in general services, particularly in aviation and tourism services, meeting the development requirements of the aviation and tourism industries in Vietnam, the region, and internationally.
- **PO2:** Upon graduation, learners will have the ability to apply professional skills, foreign language proficiency, information technology, and critical thinking to solve problems in the field of commercial aviation services.
- **PO3:** Graduates will demonstrate professional ethics, social responsibility, and continuous professional development to enhance personal competency and contribute to the sustainable development of the aviation industry.

CAREER OPPORTUNITIES AFTER GRADUATION

Graduates of the Bachelor's program in Commercial aviation services Management will have the foundational knowledge and skills needed to take on various roles in tourism, aviation, and related service industries. Potential career positions include:

- **Aviation Services Specialist:** Manages and provides direct services to passengers, including airport assistance, customer experience management, and enhancement of service quality.
- **Non-Aviation Services Specialist:** Handles auxiliary services that support aviation activities.
- **Commercial and Market Development Specialist:** Responsible for business operations in the aviation or aviation tourism sectors, including ticketing system management, commercial operations, event organization, and supporting marketing activities.
- **Aviation Safety and Quality Management Specialist:** Ensures compliance with safety regulations, monitors and implements safety improvement measures, and optimizes quality management processes within the aviation industry.
- **Lecturer and Researcher:** Engages in teaching and research at educational institutions and research centers focused on commercial aviation services, contributing to knowledge development in the field.
- **Entrepreneur/Independent Business Manager:** Manages and operates independent business ventures focused on commercial aviation services and tourism, building sustainable and innovative business models.

PROGRAM LEARNING OUTCOMES

Graduates in Commercial aviation services Management possess industry knowledge and the following competencies:

Knowledge

- **PLO1:** Apply knowledge of social sciences, culture, politics, law, technology, and an understanding of issues in commercial aviation services to work tasks.
- **PLO2:** Analyze management, business, and technology trends; market demands; and organizational resources by utilizing concepts, theories, models, and approaches from tourism and aviation service sectors.
- **PLO3:** Assess the impact and importance of various factors in the business environment, diversity, and globalization on organizations and decision-making in tourism and aviation services.
- **PLO4:** Propose strategies and plans to operate commercial aviation services effectively, benefiting businesses, customers, communities, and society.

Skill

PLO5: Demonstrate effective communication, teamwork, presentation, negotiation, persuasion, and information-sharing skills in professional activities.

- **PLO6:** Proficiently use English in global business settings (minimum level 3/6 on the six-level language proficiency framework). Master office software, IT applications, and industry-specific systems in aviation to address work-related issues.
- **PLO7:** Plan, organize, implement, and effectively coordinate resources in various aviation commercial service management activities within simulated and hypothetical scenarios.
- **PLO8:** Display a high level of proficiency in professional technical skills.

Autonomy and Responsibility

- **PLO9:** Maintain good physical and mental health, show passion and commitment to the chosen career, and uphold a professional and respectful attitude at work.
- **PLO10:** Possess self-direction, adaptability to diverse work environments, continuous learning for professional development, a strong sense of purpose, social responsibility, and professional ethics.

GRADUATION REQUIREMENTS

To be eligible for graduation, students must meet the conditions specified by the current credit-based Undergraduate Training Regulations of the Vietnam Aviation Academy:

- At the time of graduation consideration, students must not be under criminal investigation or facing disciplinary actions at the level of academic suspension.
- Students must complete all required courses specified in the undergraduate curriculum for their major, with no outstanding courses, and achieve a cumulative GPA of at least 2.00.
- Must possess a National Defense and Security Education Certificate.
- Must possess a Physical Education Certificate.
- Must have a Certificate of Participation in the Student Orientation Week.

Foreign Language Proficiency: Graduates from the Tourism and Travel Service Management program at the Vietnam Aviation Academy must meet the minimum language proficiency requirements specified for each major. For the Travel Management specialization, students must achieve at least Level 3 according to Circular No. 01/2014/TT-BGD&ĐT on the six-level Foreign Language Proficiency Framework for

Vietnam or a minimum TOEIC score of 500 or an equivalent international certificate recognized by the Academy.

Information Technology: Must possess a Basic Information Technology Application Certificate as specified in Circular No. 03/2014/TT-BTTTT dated March 11, 2014.

TRAINING PROGRAM STRUCTURE

Total Credits Required: 120 credits (excluding Physical Education, National Defense Education, and soft skills courses), with the following breakdown:

Total Knowledge Volume			
No.	Content	Credits	Percentage
1	General Education Knowledge	25	20,83%
1.1	Political Theory	11	
1.2	Natural Sciences, Social Sciences, and Humanities	2	
1.3	Foreign Language	12	
1.4	Physical Education (non-credit)	3	
1.5	National Defense and Security Education (non-credit)	8	
2	Professional Education Knowledge	95	72,50%
2.1	Foundational Industry Knowledge	25	20,83%
2.2	Industry-Specific Knowledge	23	19,17%
2.3	Specialized Knowledge	39	32,50%

No.	Content	Credits	Percentage
2.4	Internship and Thesis/Capstone Project	8	6,67%
Total		109	100

This structure ensures a comprehensive understanding of both general and specialized knowledge needed in commercial aviation services management.

Here is the structured table format for the course information:

No.	Course Code	Course Title	Credits	Required	Elective
Semester 1					
1	0101000746	Marx-Lenin Philosophy	3		x
2	0101000210	Fundamentals of Vietnamese Culture	3		x
3	0101000104	Microeconomics	3		x
4	0101000223	Overview of Tourism	3		x
5	0101000587	Management Studies	3		x
6	Physical Education 1 (Choose 1 of 3 courses)				
	0101000005	Physical Education 1 – Volleyball	1		x
	0101000083	Physical Education 1 – Basic Traditional Vietnamese Martial Arts	1		x
		Physical Education 1 – Basic Karate	1		x
Semester 2					
1	0101000008	English 1	3		x
2	0101000747	Marx-Lenin Political Economy	2		x
3	0101000105	Macroeconomics	3		x
4	0101000001	Introduction to Civil Aviation	3		x
5	0101000003	General Law	2		x
6	0101001709	Introduction to Scientific Research Methods	2		x
7	Physical Education 2 (Choose 1 of 3 courses)				

No.	Course Code	Course Title	Credits Required Elective	
	0101000009	Physical Education 2 – Basketball	1	x
	0	Physical Education 2 – Advanced Traditional Vietnamese Martial Arts	1	x
	0	Physical Education 2 – Basic Vovinam	1	x
Semester 3				
		Required Courses	14	
1	0101000012	English 2	3	x
2	0101000244	Scientific Socialism	2	x
3		Service Communication Skills	3	x
4		Service Marketing	3	x
5	0101001674	Passenger Services at the Airport	3	x
6		Physical Education 3 (Choose 1 of 4 courses)		
	0101000233	Physical Education 3 – Aerobics	1	x
	0101000028	Physical Education 3 – Soccer	1	x
	0	Physical Education 3 – Advanced Karate	1	x
	0	Physical Education 3 – Advanced Vovinam	1	x
		Elective Courses (Choose 1 of 3)		
7	0101000224	Tourism Economics	3	x
8	0101000462	Air Transport Economics	3	x
9	0101091006	Principles of Accounting	3	x

No.	Course Code	Course Title	Credits Required Elective	
Semester 4				
Required Courses				
1	0101000085	English 3	3	x
2	0101000524	History of the Communist Party of Vietnam	2	x
3	0101001234	Travel Business Management	3	x
4	0101001455	Service Quality Management	3	x
5		Professional Image Building	3	x
Elective Courses (Choose 1 of 3)				
5.1	0101001654	Travel Agency and Airline Ticketing	2	x
5.2	0101000222	Tourism Law	2	x
5.3	0101001688	Business Culture and Ethics in Aviation	2	x
Semester 5				
Required Courses				
1	0101000089	English 4	3	x
2	0101000016	Ho Chi Minh's Ideology	2	x
3	0101001678	Customer Experience Management in the Aviation Industry	3	x
4	0101001746	E-commerce	3	x
5	0101001677	Internship 1	3	3
Elective Courses (Choose 1 of 2 courses from 2 course grouping; the course grouping				

No.	Course Code	Course Title	Credits	Required	Elective
chosen in Semester 5 must also be chosen in Semester 6)					
6		Customs and Immigration Procedures	3		x
7		Aviation Safety Skills 1: Flight Safety	3		x
Semester 6					
Required Courses					
1	0101001233	Destination Management in Tourism	3	x	
2	0101001416	Event Organization in Tourism	3	x	
3	0280924	Aviation English	3	x	
4	0101000247	Ground Handling and Operations Management	3	x	
5	0101000013	Civil Aviation Law	2	x	
Elective Courses (Choose 1 of 2 courses from 2 course grouping; must match course grouping chosen in Semester 5)					
6.1	0101001675	Baggage Services in the Aviation Industry	3		x
6.2		Aviation Service Skills 2: In-Flight Service	3		x
Semester 7					
1	0101000081	Aviation Safety	3	x	
2	0101001673	Retail Business and Duty-Free Store Management	3	x	
3		Customer Care Services	3	x	
4		Cross-Cultural Service in Commercial Aviation	3	x	

No.	Course Code	Course Title	Credits Required Elective	
5	0101001681	Internship 2	3	x
Internship Options				
5.1		Airport/Airline Operations Internship		
5.2		In-flight Crew Internship with Airlines		
Semester 8				
1	0101001584	Business Internship	3	x
2	0101001585	Graduation Thesis	5	x
Courses Equivalent to Graduation Thesis				
3	0101001687	Air Cargo Transport Management	3	x
4	0101001692	Integrated Services and Trade Management at Airports	2	x

3.1. Philosophy of Marxism and Leninism (101000746)

This course includes three chapters, presenting an overview of the key concepts and the formation and development of Marxism-Leninism. It provides a comprehensive understanding of the subject's scope and its significance in social life. The course introduces the fundamental aspects of Marxism-Leninism's worldview and methodology, serving as a prerequisite for studying the entire theoretical system of Marxism-Leninism and applying it creatively in practical activities to address the challenges posed by contemporary social life.

3.2. Political Economics of Marxism and Leninism (101000747)

This course consists of six chapters, covering the following topics: an overview of the formation and development of Marxism-Leninism's political economics, its scope, research methods, and functions. Topics include the emergence and evolution of commodity production, the origins, nature, and fundamental functions of money, the characteristics of special goods and services, and market participants. The course explores surplus value production as the foundation of capitalism, capital accumulation, and forms of surplus value. Lenin's theory on competition and monopoly in the market economy, as well as the necessity and characteristics of Vietnam's socialist-oriented market economy, are also discussed. Additionally, it covers industrialization and modernization in Vietnam within the context of global economic integration and technological advancements.

3.3. Scientific Socialism (101000244)

This course comprises seven chapters, summarizing the formation and development of scientific socialism. It addresses the historical mission of the working class, objective conditions, and subjective factors for fulfilling this mission. The course examines the political and social laws of the development of the communist socio-economic formation and the principles, conditions, paths, forms, and methods of revolutionary struggle by the working class to build socialism and communism.

3.4. History of the Vietnamese Communist Party (101000524)

This course includes four chapters, covering the objectives, purpose, tasks, and methodology of studying the Party's history. It provides systematic knowledge of the Party's formation, leadership during the revolutionary struggles (1930–1945), leadership in the resistance wars against colonial and imperial forces (1945–1975), and leadership in national reunification and renewal efforts (1975–2021). The course highlights achievements, limitations, and experiences in the Party's leadership, enhancing students' understanding and trust in the Party and applying acquired knowledge in practice.

3.5. Ho Chi Minh's Ideology (101000016)

This course, consisting of six chapters, provides foundational knowledge of Ho Chi Minh's ideology, including its origins, formation, and development. It discusses topics such as national liberation, socialism, and the transition to socialism in Vietnam, the Communist Party of Vietnam, and principles of democracy, ethics, and culture. The course equips students to apply Ho Chi Minh's thoughts creatively to address contemporary issues while defending Marxism-Leninism and Ho Chi Minh's ideology.

3.6. Fundamentals of Law (010100016)

This course consists of two parts: the first covers the fundamentals of law and the state, including their origins, nature, functions, forms, and systems. The second part introduces key legal branches and their regulatory frameworks, focusing on private law. It aims to help students understand and apply basic legal principles to various fields.

3.7. English 1 (010100008)

This course provides students with foundational English grammar, vocabulary, and phonetics through diverse and engaging materials. It focuses on developing listening, speaking, reading, and writing skills, emphasizing real-life communication scenarios. Designed for first-year students nearing the A2 level of the CEFR, the course prepares

3.8. English 2 (010100012)

Building on English 1, this course enhances students' proficiency to an intermediate level, focusing on practical language skills such as reading comprehension, writing logically structured paragraphs, and effective communication in familiar situations. It emphasizes collaborative learning through group discussions and presentations, equipping students with skills to meet future workplace demands. Topics include health, entertainment, food, social issues, and the natural world.

3.9. English 3 (0101000085)

This course takes students to an upper-intermediate level of English proficiency. It reinforces previously acquired knowledge and introduces advanced language skills, including essay writing and problem-solving in complex scenarios. Topics cover diverse aspects such as food, family, finance, relationships, and societal issues. The course prepares students for specialized English courses and enhances their ability to communicate effectively in professional contexts.

3.10. English 4 (0101000089)

English 4 is the final general English course, advancing students to pre-B2 CEFR level. It focuses on academic and professional English, such as writing formal documents, understanding complex texts, and conducting discussions on topics like education, media, business, and science. The course develops advanced communication skills and prepares students for specialized courses and real-world applications.

3.11. Physical Education 1 – Volleyball (0101000005)

This course aligns with Ministry of Education and Training Circular 25/2015, covering volleyball basics and enhancing physical fitness through practical sessions and gameplay strategies.

3.12. Physical Education 1 – Basic Traditional Vietnamese Martial Arts (0101000083)

This course follows Ministry of Education and Training Circular 25/2015, focusing on the fundamentals of traditional Vietnamese martial arts, emphasizing discipline, technique, and physical fitness.

3.13. Physical Education 1 – Basic Karate

This course introduces students to the core principles and techniques of karate, emphasizing fitness, discipline, and self-defense skills, in compliance with Circular 25/2015.

3.14. Physical Education 2 – Basketball (010100009)

Aligned with Circular 25/2015, this course focuses on basketball skills, teamwork, and physical endurance through training sessions and matches.

3.15. Physical Education 2 – Advanced Traditional Vietnamese Martial Arts

This advanced course builds on the fundamentals of traditional Vietnamese martial arts, enhancing techniques and promoting deeper understanding of martial culture.

3.16. Physical Education 2 – Basic Vovinam

The course introduces students to the fundamentals of Vovinam, a Vietnamese martial art, focusing on flexibility, self-defense, and physical fitness.

3.17. Physical Education 3 – Aerobics (0101000233)

This course combines aerobic exercises and routines to improve cardiovascular health, coordination, and overall fitness, following Circular 25/2015 guidelines.

3.18. Physical Education 3 – Soccer (010100028)

This course develops soccer skills, teamwork, and strategy through practical training sessions, enhancing students' physical and mental fitness.

3.19. Physical Education 3 – Advanced Karate

An advanced karate course focusing on higher-level techniques, tactical applications, and discipline, promoting fitness and mental strength.

3.20. Physical Education 3 – Advanced Vovinam

This course enhances advanced techniques in Vovinam, emphasizing strength, self-control, and the martial art's philosophical aspects.

3.21. Military Training 1: Defense and Security Policies of the Communist Party of Vietnam

This course introduces the defense and security strategies of the Communist Party of Vietnam, following Circular 05/2020 on defense education for higher education institutions.

3.22. Military Training 2: Defense and Security Operations

This course focuses on defense and security operations within Vietnam, including procedures, legal frameworks, and strategies for national defense. It aligns with Circular 05/2020 on defense and security education for higher education institutions.

3.23. Military Training 3: General Military Knowledge

The course introduces basic military knowledge, including regulations, procedures, and fundamental skills related to defense and national security operations. It complies with Circular 05/2020 on defense education.

3.24. Military Training 4: Infantry Combat and Tactics

This course trains students in infantry combat skills and tactical operations, focusing on practical applications in modern defense scenarios. It adheres to Circular 05/2020 guidelines for defense education.

3.25. Civil Aviation Law (0101000013)

This course provides a foundational understanding of laws governing civil aviation, including international treaties, safety regulations, passenger rights, air traffic management, and legal responsibilities of airlines. It emphasizes aviation safety and contractual matters within the industry.

3.26. Overview of Tourism (0101000223)

This course introduces the tourism industry, including its history, development, demand drivers, products, infrastructure, and human resources. Students learn about the seasonality and quality of tourism services, preparing them for further study in the field.

3.27. Air Transport Fundamentals (0101000001)

This course provides an overview of civil aviation, covering technical, operational, and managerial aspects. Topics include aircraft types, safety systems, international regulations, and the roles of organizations like ICAO and IATA. It offers insights into aviation infrastructure, processes, and challenges.

3.28. Management (0101000587)

This course covers management fundamentals, including planning, organizing, leading, and controlling within organizations. Topics include management theories, decision-making, conflict resolution, and strategic planning, preparing students for leadership roles in various fields.

3.29. Introduction to Research Methods (0101001709)

This course equips students with scientific research methodologies, including hypothesis development, topic selection, and theoretical framework construction. It explores qualitative and quantitative research methods, preparing students to conduct and present scholarly work.

3.30. Macroeconomics (0101000105)

This course examines the functioning of the overall economy, exploring key indicators, fiscal and monetary policies, inflation, unemployment, and international trade. Students analyze macroeconomic policies and their impacts on economic stability and growth.

3.31. Microeconomics (0101000104)

The course focuses on consumer decision-making, market structures, supply and demand, production costs, and profit maximization strategies. It introduces market dynamics and the government's role in regulating economic activities.

3.32. Introduction to Vietnamese Culture (0101000210)

This course explores Vietnamese culture, including its characteristics, structure, and historical development. It examines cultural elements, social organization, communication, and Vietnam's interactions with other cultures worldwide.

3.33. Tourism Economics (0101000224)

This course studies the economic aspects of tourism, including its impacts on human activity and business operations. Topics include seasonal demand, tourism infrastructure, and evaluating the economic efficiency of tourism enterprises.

3.34. Aviation Transportation Economics (0101000462)

This course examines economic factors in aviation transportation, including market supply and demand, cost structures, ticket pricing, competition, and policy impacts. It also addresses market forecasting, resource management, and business strategies.

3.35. Principles of Accounting (091006)

This course introduces fundamental accounting concepts, including recording transactions, financial reporting, and analyzing financial statements. Students learn to manage financial data and apply accounting principles in business decision-making.

3.36. Travel Business Management (0101001234)

This course equips students with fundamental knowledge about managing travel businesses. Topics include destination management, development strategies, cultural and social characteristics of destinations, marketing for tourism destinations, and financial planning for tourism operations.

3.37. Tourism Destination Management (0101001233)

This course covers managing tourism destinations, including the operational environment, cultural and social characteristics, government regulations, branding strategies, and budget planning for destinations. Students also explore future trends in destination management.

3.38. Quality of Services Management (0101001455)

This course focuses on managing and improving service quality, particularly in aviation commerce. Students learn to apply international standards, analyze customer satisfaction, and implement tools like ISO and Lean Six Sigma to enhance service efficiency.

3.39. E-Commerce (0101001746)

The course introduces students to e-commerce concepts, including digital business models, website development, online payment systems, and customer relationship management in compliance with legal regulations.

3.40. Communication Skills in Services

This course provides essential skills for effective communication in service settings. Topics include active listening, clear expression, handling difficult customer interactions, and conflict resolution. Practical exercises enhance the ability to build professional relationships and manage customer satisfaction.

3.41. Service Marketing

This course focuses on marketing strategies for services, addressing their unique characteristics such as intangibility and customer interaction. Students explore tools for service development, pricing, promotion, and managing customer experiences.

3.42. Event Planning for Tourism (0101001416)

This course introduces the principles of planning and executing tourism-related events. Students learn to develop event concepts, manage resources, create budgets, and handle logistics, risks, and human resources during tourism events.

3.43. Travel Agency and Air Ticketing (0101001654)

This course covers the operations of travel agencies and air ticketing processes. Students gain knowledge of airline regulations, customer service, reservation systems, and sales strategies for optimizing ticket sales and related services.

3.44. Law in Tourism (0101000222)

The course provides an overview of legal frameworks in tourism, including business regulations, contracts, dispute resolution, and the rights and obligations of participants in tourism activities.

3.45. Culture and Business Ethics in Aviation (0101001688)

This course emphasizes the role of cultural values and ethics in aviation business management. Students learn to build a positive work environment, respect professional standards, and navigate cultural diversity in international aviation contexts.

3.46. Retail Management and Duty-Free Store Business (0101001673)

This course focuses on retail management in airport environments, particularly duty-free stores. Students learn inventory management, supplier coordination, customer service, and sales strategies tailored to international markets.

3.47. Personnel Image (0101001230)

This course develops students' professional image-building skills, including personal branding, workplace etiquette, and effective communication. Students learn how to present themselves confidently in professional settings and on digital platforms.

3.48. Airport Customer Service (0101001674)

This course trains students in customer service operations at airports, covering check-in, boarding, and passenger interaction. Emphasis is placed on effective communication, problem-solving, and creating positive passenger experiences.

3.49. Aviation English

This course develops English language proficiency for aviation contexts, focusing on technical terminology, customer service, and negotiation. Students practice real-life scenarios such as ticketing, flight management, and customer communication.

3.50. Aviation Safety (0101000081)

This course covers aviation safety principles, international standards, and risk management processes. Students learn to identify and mitigate hazards, ensuring compliance with ICAO and ATO regulations.

3.51. Professional Internship 1

This internship provides students with hands-on experience in aviation commerce. Students engage in professional activities such as customer service, ground operations, and safety management at airports, applying classroom knowledge to real-world situations. The internship develops practical skills and prepares students for careers in aviation services.

3.52. Customer Experience Management in Aviation (0101001678)

This course emphasizes strategies to enhance customer experience in aviation. Students learn to assess passenger needs, design customer-focused services, and handle complaints effectively. Practical activities include analyzing case studies and developing customer relationship strategies to improve passenger satisfaction and loyalty.

3.53. Ground Service Operation Management (0101000247)

This course covers the management of ground services at airports, including baggage handling, security checks, and passenger assistance. Students learn to organize and oversee ground operations, manage resources, and ensure safety and efficiency in service delivery.

3.54. Multiculturalism in Aviation Commerce Services

This course explores the impact of cultural diversity on aviation commerce. Students learn about communication styles, leadership approaches, and managing multicultural teams. The course provides strategies for navigating cultural differences to improve teamwork and customer relations in global aviation environments.

3.55. Customer Care Services

This course trains students in delivering excellent customer care. Topics include effective communication, resolving complaints, and building long-term customer relationships. The course emphasizes improving customer satisfaction and loyalty, particularly in service-oriented industries like aviation.

3.56. Professional Internship 2 (0101001681)

This advanced internship allows students to specialize in either ground or in-flight services. Students gain experience in areas such as passenger handling, baggage operations, or in-flight service delivery. The internship builds expertise and enhances readiness for professional roles in aviation.

3.57. Customs and Immigration Procedures

This course introduces customs and immigration processes in aviation. Students learn to manage documentation, adhere to international regulations, and address security requirements. Practical exercises help students handle real-world scenarios involving passengers and cargo in cross-border aviation contexts.

3.58. Aviation Baggage Handling Operations (0101001675)

This course trains students in managing baggage operations in aviation. Topics include security protocols, automated baggage systems, and customer service related to lost or damaged luggage. Students learn to optimize baggage handling processes for efficiency and safety.

3.59. Flight Attendant Skill 1: Flight Safety Skills

This course focuses on safety procedures for flight attendants, including emergency response, evacuation, and equipment usage. Students learn to apply international safety standards and gain certification to meet professional requirements.

3.60. Flight Attendant Skill 2: In-flight Service Skills

This course enhances students' skills in delivering in-flight services, including meal service, handling customer requests, and managing challenging situations. The course integrates practical exercises and certification to ensure students are well-prepared for in-flight service roles.

3.61. Internship (0101001584)

The internship allows students to engage in real-world business environments, applying their academic knowledge in aviation commerce. Students develop professional skills, build industry connections, and gain insights into their chosen field, preparing for future careers.

3.62. Thesis (0101001585)

The thesis is the capstone project for students in aviation commerce management. It involves independent research on a practical or theoretical topic, culminating in a written report and oral defense. The project develops critical thinking, analytical, and problem-solving skills.

3.63. Air Cargo Transportation Management (0101001687)

This course covers air cargo logistics, including supply chain management, cargo handling, and international regulations. Students learn to optimize transportation processes, manage risks, and implement strategies for efficient cargo operations.

3.64. Management of Commercial Service Complex at Airports (0101001692)

This course focuses on managing integrated services at airports, including passenger services, baggage handling, and auxiliary operations. Students learn to analyze service efficiency, enhance customer experience, and integrate modern management strategies for airport operations.