


MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE**National Aviation University**

Faculty of Transport, Management and Logistics


Air Transportation Management Department

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 «27» 06 2021

APPROVED

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 «25» 06 2021


Quality Management System

COURSE TRAINING PROGRAM

on

"Air Transportation Sales"

Educational Professional Program: "Air Transportation Management"

Field of Study: 27 "Transport"

Specialty: 275 «Air Transport Technologies»

Specialization: 275.04 «Air Transport Technologies»

Trainin g Form	Sem ester	Total (hours/credi ts ECTS)	Lectur es	Practi cal	Laboratory works	Self- Study	HW/ CGP	TP/CP	Semester Grade
Full- time:	6	120/4,0	17	-	34	69	-	-	Graded Test 6s

Index: CB-7-275- 1 / 21-3.9**QMS NAU CTP 19.01-01-2021**



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«Air Transportation Sales»

Document
Code

QMS NAU
CTP 19.01 – 01-2021

Page 2 of 9

The Course Training Program on “Air Transportation Sales” is based on the Educational Professional Program "Air Transportation Management", Bachelor Curriculum and Bachelor Extended Curriculum №EB-7-275-1/21, №ECB-7-275-1/21 for the Specialty 275 "Air Transport Technologies", Specialization 275.04 "Air Transport Technologies" and corresponding normative documents.

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Discussed and approved by the Graduate Department for Specialty 275 «Air Transport Technologies», Specialization 275.04 «Air Transport Technologies» and Educational Professional Program «Air Transportation Management» - Air Transportation Management Department, Minutes № 12 « 9 » 06 2021.

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	Quality Management System Course Training Program on «Air Transportation Sales»	Document Code	QMS NAU CTP 19.01 – 01-2021
		Page 3 of 9	

CONTENTS

INTRODUCTION	4
1. EXPLANATORY NOTE	4
1.1. Place, objectives, tasks of the subject.....	4
1.2. Learning outcomes the subject makes it possible to achieve.....	4
1.3. Competences the subject makes it possible to acquire.....	5
1.4. Interdisciplinary connections.....	5
2. Course training program on the subject	5
2.1. The subject content.....	5
2.2. Modular structuring and integrated requirements for each module	5
2.3. Training schedule of the subject	7
3. Basic concepts of guidance on the subject	7
3.1. Teaching methods.....	7
3.2. List of references (basic and additional).....	8
3.3. Internet resources.....	8
4. Rating system of knowledge and skills assessment	8
	9

	Quality Management System Course Training Program on «Air Transportation Sales»	Document Code	QMS NAU CTP 19.01 – 01-2021
		Page 4 of 9	

INTRODUCTION

The Course Training Program on "Air Transportation Sales" is developed based on the "Methodical guidance for the subject course training program", approved by the order № 249/од, of 29.04.2021 and corresponding normative documents.

1. EXPLANATORY NOTE

1.1. Place, objectives, tasks of the subject.

This discipline is a theoretical and practical basis for a set of knowledge and skills in the sale of air transport, which is necessary for the formation of professional skills of specialists in transport technology.

The objective of teaching the discipline is to reveal modern scientific concepts for studying the air transportation market, as well as concepts, methods and technologies of selling passenger air transportation through global distribution and booking systems based on current regulations, both international and national.

The tasks of the subject are:


- mastering the methods and technologies of selling passenger air transportation using global distribution and booking systems Sirena-2000, Amadeus, Gabriel, Galileo,
- studying the functioning of various actors in the air transportation market,
- mastering the methods of air transportation market research,
- determining economic efficiency subjects of the air transportation market on the basis of the use of information technologies in the sale of air transportation, and in the service of air passengers in sales agencies and in airlines and airports.

1.2. Learning outcomes the subject makes it possible to achieve.

- Take responsibility, show public consciousness, social activity and participation in the life of civil society, think analytically, critically understand the world;
- Investigate transport processes, experiment, analyze and evaluate the parameters of transport systems and technologies;
- Develop, design, manage projects in the field of transport systems and technologies;
- Develop and use transport technologies taking into account the requirements for environmental protection;
- Organize and manage the transportation of passengers and luggage in various connections. Choose the type, brand, type of vehicles (vessels) and routes. Organize passenger service at stations and passenger terminals;
- Evaluate the parameters of traffic flows. Design schemes and networks of transport systems. Develop technologies for operational management of traffic flows;
- Organize international transportation. Apply methods of customs documentation. Use of customs control methods
- To determine the features of pricing and formation of tariff policy at air transport enterprises. Calculate passenger and cargo aviation tariffs;
- Know the functionality of global airline sales systems. Be able to find the optimal fare and route of air transportation. Book and sell air transportation through global sales systems for air transport products.

1.3. Competences the subject makes it possible to acquire.

- Ability to exercise their rights and responsibilities as a member of society, to realize the values of civil (free democratic) society and the need for its sustainable development, the rule of law, human and civil rights and freedoms in Ukraine;
- Ability to preserve and multiply moral, cultural, scientific values and achievements of society based on understanding the history and patterns of development of the subject area, its place in the general system of knowledge about nature and society and in the development of society, technology and technology, use different types and forms of physical activity active recreation and leading a healthy lifestyle;

	Quality Management System Course Training Program on «Air Transportation Sales»	Document Code	QMS NAU CTP 19.01 – 01-2021
		Page 5 of 9	

- Skills in the use of information and communication technologies;
- Knowledge and understanding of the subject area and understanding of professional activity;
- Ability to analyze and predict the parameters and performance of transport systems and technologies, taking into account the impact of the external environment;
- Ability to organize and manage the transportation of passengers and luggage (by mode of transport);
- Ability to quickly control the flow of traffic;
- Ability to organize the interaction of modes of transport;
- Ability to use professional knowledge and practical skills of technology, organization and management of air passenger traffic to solve engineering problems in production;
- Ability to use modern information technologies, automated control systems and geographic information systems in the organization of the transportation process.

1.4. Interdisciplinary connections.

This discipline is based on knowledge of such disciplines as "Passenger transportation", "Air Transportation Tariffs", "Air Passenger Transportation" and is the basis for the study of further disciplines, namely: "Fundamentals of Transport Enterprises Activities", "Organization of Interaction between Air Transport and Tourism Companies".

2. COURSE TRAINING PROGRAM ON THE SUBJECT

2.1. The subject content.

The teaching material of the discipline is structured on a modular basis and consists of one training module, namely:

- training **Module № 1 "Air Transportation Sales in Ukraine"**, which is a logically complete, relatively independent, integral part of the discipline, mastering which involves modular control work and analysis of the results of its implementation.

2.2. Modular structuring and integrated requirements for each module.

Module № 1 "Air Transportation Sales in Ukraine"

Integrated requirements of Module №1:


As a result of studying **Module №1** the student must to **know**:

- organizational and technical characteristics of domestic and foreign automatic sales systems: Sirena-2000, Amadeus, Gabriel, Galileo;
- interstate agreements, decisions and resolutions of international organizations ICAO and IATA;
- legal and regulatory framework for the sale of air transportation;
- methodology of integration of information systems of various productions with the computer network INTERNET;
- procedures for access to information and settlement resources in the automated system Amadeus.

As a result of studying **Module №1** the student must **be able to**:

- identify trends in demand for air transportation;
- independently analyze and apply the legal and regulatory framework for the sale of air transportation;
- develop technology for the sale of air transportation and perform sales;
- to model the process of choosing the most advantageous route for passengers and the lowest fare, to create a reservation in the Amadeus system.

Topic 1. Air transport in interstate agreements on trade and services. The market for the sale of air transportation, structure, entities and characteristics. The structure of the regulatory framework for the sale of air transport of passengers and luggage in Ukraine. United Nations World Trade Organization - WTO. Air transport services in the General Agreement on Trade in Services (GATS). The structure of the regulatory framework for the sale of air transport of passengers and luggage in Ukraine.

	Quality Management System Course Training Program on «Air Transportation Sales»	Document Code	QMS NAU CTP 19.01 – 01-2021
		Page 6 of 9	

Topic 2. Amadeus Global Distribution System (GDS). Amadeus Information System (AIS). GG AIR airline information. Country Info GG COU. GG APT airport information. GG WEA weather information.

Topic 3. Conversion: encoding and decryption of information in the Amadeus system. Airport codes and their use. Coding and decoding: city / airport names; names / codes of airlines; names / codes of states; names / codes of countries; names / codes of aircraft; hotels and car rental companies.

Topic 4. TIMATIK: information for tourists in the Amadeus system. Information for tourists in the Amadeus system. Mask for visa information TI / VISA. Mask for information on references TI / HEALTH. Mask for general information TI / ALL.

Topic 5. Amadeus Air: airline schedules and information on the availability of places for sale. Amadeus Air bases: Availability (Schedule), Schedule (schedule), Direct Access (direct access.) Timetable (general schedule). Types of access in the screen of availability of seats and schedule, and for booking seats.


Topic 6. Tariff base of the Amadeus system. Tariff requests: FQ - assigned tariff; FX - miscalculation of the route. Tariff information pages. FQA request code (exchange rate between NUC and the specified currency). FQC currency conversion. Request for bank sales rates for a specific FQB currency. Tariff calculation for FQM miles. Miles for FQO global routes. Calculation of excess baggage FQX Display of FQD tariffs. Combining tariff display options. Discount codes.

Topic 7. The time differences. Amadeus Time Request (DD). GMT / UTC time zone scale is Greenwich Mean Time or simply GMT (Greenwich Mean Time) or UTC (Universal Time Coordinated). "Standard Clock Time" or Standard Time. Daylight Saving Time (DST). The ratio of hours in GMT and UTC systems. The International Date Line. Request in the Amadeus system to determine the local time, the time difference between the two cities, the calculation of flight time for the flight (request DD).

Topic 8. Creating a PNR reservation in the Amadeus system (Passenger Name Record). Name element. Route element. Short sale. Segment of the waiting list. Reconfirmation segment. Request information about in-flight service. Unaccompanied child.

2.3. Training schedule of the subject.

№	Topic (thematic section)	Total, hours			
		Total	Lectures	Labs	Self-Study
1	2	3	4	5	6
Module №1 « Air Transportation Sales in Ukraine »					
1.1	Air transport in interstate agreements on trade and services.	6th semester			
		14	2	2 2	8
1.2	Amadeus Global Distribution System (GDS).	14	2	2 2	8
1.3	Conversion: encoding and decryption of information in the Amadeus system.	14	2	2 2	8
1.4	TIMATIK: information for tourists in the system	14	2	2 2	8
1.5	Tariff base of the Amadeus system.	13	2	2 2	7
1.6	Amadeus. Amadeus Air: airline schedule and availability information.	13	2	2 2	7
1.7	Time difference. Amadeus Time Request (DD).	13	2	2	7

	Quality Management System Course Training Program on «Air Transportation Sales»	Document Code	QMS NAU CTP 19.01 – 01-2021
		Page 7 of 9	

				2	
1.8	Creating a PNR (Passenger Name Record)	15	2 1	2 2	8
1.9	Module test work	10	-	2	8
Total by Module №1		120	17	34	69
Total by discipline		120	17	34	69

3. BASIC CONCEPTS OF GUIDANCE ON THE SUBJECT

3.1. Teaching methods

The following teaching methods are used in the study of the discipline:

- explanatory-illustrative method;
- method of problem statement;
- reproductive method;
- research method.

The implementation of these methods is carried out during lectures, demonstrations, independent problem solving, work with educational literature, analysis and problem solving.

3.2. List of references (basic and additional)

Basic literature

3.2.1. Попович П.В. Курс лекцій з дисципліни „Основи економіки транспорту для студентів спеціальності 275 Транспортні технології (за видами) // Попович П.В., Шевчук О.С. / ТНТУ ім. І. Пулюя. – Тернопіль 2017. – 147 с.

3.2.2. Про транспорт: Закон України від 10 листопада 1994 р. // Відомості Верховної Ради України. – 1994. № 51. – Ст.446.


3.2.4. Повітряний кодекс України від 19.05.2011 р. № 3393–VI // Офіційний вісник України. – 2011. – № 46. – Ст.1881.

Additional literature

3.2.5. Попович П.В. Методичні вказівки для практичних занять з дисципліни „Основи економіки транспорту для студентів спеціальності 275 Транспортні технології (за видами) // Попович П.В., Шевчук О.С. / ТНТУ ім. І. Пулюя. – Тернопіль 2017. – 114 с.

3.3. Internet Information resource

- 3.3.1. <https://mtu.gov.ua/>
- 3.3.2. <https://avia.gov.ua/wp-content/uploads/2017/02/Povitryanij-kodeks-Ukrayini.pdf>
- 3.3.3. <https://zakon.rada.gov.ua/laws/show/z0141-19#Text>
- 3.3.4. <https://kbp.aero/ru/>
- 3.3.5. <http://www.lib.nau.edu.ua/elbook/>
- 3.3.6. [http://www.amadeus.com/cis/documents/aco/cis/Amadeus_Basic_Course_2011\(A5\).pdf](http://www.amadeus.com/cis/documents/aco/cis/Amadeus_Basic_Course_2011(A5).pdf)
- 3.3.7. <https://www.flyuia.com/ch/ru/information/rules-and-regulations/carriage-rules>
- 3.3.8. <https://www.iata.org/en/publications/prorate-passenger/>
- 3.3.9. <http://www.passengerairtariff.com/docs/GENRULES.pdf>
- 3.3.10. <https://www.sita.aero>
- 3.3.11. <https://www.bts.gov/newsroom/average-air-fares-dropped-all-time-low-2020>
- 3.3.12. <https://www.lufthansa.com/en/en/homepage>

	Quality Management System Course Training Program on «Air Transportation Sales»	Document Code	QMS NAU CTP 19.01 – 01-2021
		Page 8 of 9	

4. STUDENT ASSESSMENT RATING SYSTEM AND SKILLS

Assessment of certain types of educational work performed by the student is carried out in points in accordance with table 4.1.

Table 4.1

Kind of Academic Work	Maximum Grade Values
6 semesters	
Module № 1 " Air Transportation Sales in Ukraine "	
Types of educational work	points
Execution of laboratory works (10b x 8)	80 (total)
Execution test (homework)	-
<i>To be admitted to the module test №1 the student must score at least</i>	<i>48 points</i>
Final semester test	-
Completion of the module test №1	20
Total by Module №1	100
Total by discipline	100

Credit rating is determined (in points and on a national scale) based on the results of all types of educational work during the semester.

4.2. Completed types of educational work are credited to the student, if he received a positive rating for them.

4.3. The sum of rating assessments received by the student for certain types of completed educational work is the current modular rating assessment, which is recorded in the module control.

4.4. The final semester rating is converted into a grade on the national scale and the ECTS scale.

4.5. The final semester rating in points, on the national scale and the ECTS scale is entered in the test report, study card and individual curriculum of the student (test book), for example, as follows: **92 / Excellent / A, 87 / Good / B, 79 / Good / C, 68 / Sat./D, 65 / Sat./E** , etc.

4.6. The final rating of the discipline is equal to the final semester rating. The specified final rating assessment in the discipline is entered in the Diploma Supplement.

(Ф 03.02 – 01)

АРКУШ ПОШИРЕННЯ ДОКУМЕНТА

№ прим.	Куди передано (підрозділ)	Дата видачі	П.І.Б. отримувача	Підпис отримувача	Примітки

(Ф 03.02 – 02)

АРКУШ ОЗНАЙОМЛЕННЯ З ДОКУМЕНТОМ

№ пор.	Прізвище, ім'я, по батькові	Підпис ознайомленої особи	Дата ознайомлення	Примітки

(Ф 03.02 – 04)

АРКУШ РЕЄСТРАЦІЇ РЕВІЗІЇ

№ пор.	Прізвище, ім'я, по батькові	Дата ревізії	Підпис	Висновок щодо адекватності

(Ф 03.02 – 03)

АРКУШ ОБЛІКУ ЗМІН

№ зміни	№ листа (сторінки)				Підпис особи, яка внесла зміну	Дата внесення зміни	Дата введення зміни
	Зміненого	Заміненого	Нового	Анульованого			

(Ф 03.02 – 32)

УЗГОДЖЕННЯ ЗМІН

	Підпис	Ініціали, прізвище	Посада	Дата
Розробник				
Узгоджено				
Узгоджено				
Узгоджено				