MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE NATIONAL AVIATION UNIVERSITY

Faculty of Transport, Management and Logistics Air Transportation Management Department

AGREED

Dean of Faculty of Transport, Management and Logistics

T. Mostenska 2022 « OGR»





Quality Management System PROGRAM Technological practice

Educational and professional

program "Organization of transportation and transport management (by air) »

Field of knowledge: 27 "Transport"

Specialty: 275 "Transport technologies (by air transport)» Specialization: 275.04 "Transport technologies (by air transport)»

Training Form	Seme ster	Course	Total (hours / credits ECTS)	Self-Study •	Semester control
Full- time:	6	3	. 90/3,0	90	Test 6s
External	7	4	90/3,0	90	Test 7s

Index НБ-7-275-1/21-2.2.2.2, РБ-7-275-1/21-2.2.2.2 НБ-7-275.04-13/21-2.2.2.2, РБ-7-275.04-13/21-2.2.2.2

QMS NAU CTP 19.01-01-2021

Manufacture Manufa	Quality Management System.	Document Code	QMS NAU CTP 19.01-01- 2022
	of Technological Practice		Page 2 of 11

The program of technological practice is developed on the basis of curricula N₂ NB-7-275.04-1 / 21, N₂ NB-7-275-1 c / 21 approved on March 29, 2021, and working curricula N₂ RB-7-275.04-1 / 21, N₂ PE- 7-275-1 3 / 21, approved on 16.06.2021, speciality 275 "Transport technologies (by air)", specialization 275.04 "Transport technologies (by air)", educational and professional program (hereinafter - EPP) "Organization of transportation and management of transport (air)"

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Discussed and approved at by the Graduate Air Transportation Management Department, Minutes N_{24} of <u>«30» December 2021</u>.

Head of the Department

Dmytro SHEVCHUK

AGREED Vice Rector on International Collaboration and Education

unul Iryna ZARUBINSKA 09s 2022

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1. INFORMATION ABOUT THE SPECIALTY AND ABOUT THE EDUCATIONAL PROFESSIONAL PROGRAM

Training in the specialty 275 "Transport technologies (by air)" is the training of specialists in the service of passenger and freight transport in all modes of transport.

In the management of the transport process, the applicant for higher education (hereinafter - AHE) justifies and makes decisions in typical situations, using modern information technology, scientific achievements in the field of transport and methods and forms of management; conducts a constant search for new opportunities, attracts and uses resources from a variety of sources to solve problems, seeking to improve the efficiency of transportation. The Bachelor of Transportation Technology is an independent profession with its own professional-specific tools and skills.

Specialty 275 "Transport technologies (by air transport)", specialization 275.04 "Transport technologies (by air transport) of the educational degree "Bachelor" prepares students for the educational-professional program air).

The purpose of the educational and professional program (hereinafter - EPP) "Organization of transportation and management of transport (air)" is to train highly qualified specialists in the field of aviation transport technologies, able to solve complex specialized tasks to manage technical and commercial operation of air transport systems transport problems using theories and methods of modern science, given the complexity and uncertainty of the conditions of functioning of aviation transport systems. Future specialists acquire fundamental knowledge in all aspects of the transportation process to solve practical problems in the field of air transport, in the organization of safe transportation of passengers and goods at all levels of government.

EPP "Organization of transportation and management of transport (air)" provides a unique combination of natural, technical and economic disciplines with the use of modern computer technology.

EPP "Organization of Transport and Management of Transport (Air)" corresponds to the mission of NAU, which emphasizes the contribution of NAU in the development of society at the national and international levels through the generation of new knowledge and innovative ideas through integration and internationalization of education, research and practice, and the provision of high quality educational and research services to citizens of Ukraine and foreigners in the training of specialists in the aerospace industry.

The EPP has no analogues among the universities, taking into account the sectoral context of the functioning of the aviation sector in the field of air transportation.

2. INFORMATION ABOUT THE PRACTICE BASE

The bases of technological practice are the State Aviation Service, airlines, airports, air transport sales agencies, travel companies, freight forwarding companies, handling companies, other companies and organizations of all forms of ownership that provide air or multimodal transportation.

Objects of technological practice are services (departments) of passenger and freight transportation, sale and booking of transportation, aircraft scheduling, commercial work, mutual settlements, tariffs, services (departments) of aviation in the national economy, special transport, etc.

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Higher education students of EPP "Organization of transportation and management of transport (air)" are recommended to undergo internships at airlines, airports, air travel agencies, aircraft repair plants and other airlines.

With the bases of practice that meet the requirements of the program, the university enters into pre-contracts for its implementation. Students of higher education also have the right to independently, with the permission of the Department of Air Transport, find a place to practice.

The distribution of students by bases and objects of practice and appointment of its leaders is carried out by the Department of Air Transport and is made for all types of practice by order of the Rector of the University, at the request of the Dean of the Faculty no later than one month before the practice.

3. GOALS OF PRACTICE

As a result of technological practice, applicants for higher education should know:

- theoretical aspects of management, in particular the peculiarities of the formation of the enterprise management system, management functions, features of the organization and technology of work in the main divisions of the enterprise;

- organizational structure of the civil aviation enterprise and its relations with other enterprises;

- passenger service technologies at the airport;

- features of strategic, tactical and operational management at the enterprise;

- methods of calculation and planning of key financial indicators: income, expenses, profit, liquidity and solvency indicators, business activity and financial stability of the enterprise, labor productivity indicators;

As a result of technological practice, applicants for higher education should be able to:

- to apply practical skills of the acquired knowledge on the organization of transportations and management on transport with maintenance of flight safety;

- to gain practical skills in the implementation of the technological process of passenger and freight transport;

- make independent decisions during specific work in real production conditions;

- be able to work in a team;

- collect statistical materials for writing a report on technological practice and individual tasks.

4. PURPOSE OF PRACTICE

The purpose of technological practice is to consolidate theoretical knowledge of the organization and technology of air transportation, commercial transport, management of transport, students' mastery of modern methods and forms of organization and tools in the field of transport, formation and deepening of professional skills, ability to make independent decisions during the time of specific work at the transport enterprise in real production conditions.

The results of technological practice are the acquisition of general and professional competencies, skills and abilities to apply, use modern information and communication technologies to solve practical problems in the organization of transportation and transport technologies; study transport processes, experiment, analyze and evaluate the parameters of transport systems and technologies; know the organization of passenger service at stations and passenger terminals organize and manage the transportation of passengers and luggage in



different connections, analyze the possibilities of using different options for the interaction of modes of transport; know the functionality of global airline sales systems.

5. GENERAL COMPETENCES

As a result of studying the discipline, the applicant should acquire the following general competencies:

- 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 search, process and analyze information from various sources

- Knowledge and understanding of the subject area and understanding of professional activity.

- Ability to abstract thinking, analysis and synthesis.

- The desire to form and further develop communication skills, interpersonal interaction in the professional sphere.

6. PROFESSIONAL COMPETENCES

As a result of studying the discipline, the applicant must acquire the following professional competencies:

- Ability to organize and manage loading and unloading operations and warehousing operations on transport.

- Ability to organize and manage the transportation of goods (by mode of transport). Ability to apply modeling and optimization methods for effective management of technological and organizational complex and technical transport complexes.

- Ability to organize and manage the transportation of passengers and luggage (by mode of transport).

- Ability to quickly manage the flow of traffic.

- Ability to organize the interaction of modes of transport.

- Ability to optimize logistics operations and coordinate orders for transportation of goods from producer to consumer, comply with laws, rules and requirements of quality management systems.

- Ability to use professional knowledge and practical skills of technology, organization and management of air passenger transport to solve engineering problems in production.

7. ORGANIZATION OF PRACTICE

Admission to technological practice is granted to those applicants for higher education who do not have academic debts. Technological practice of bachelors in higher specialty 275 "Transport technologies (by air)", specialization 275.04 "Transport technologies (by air)", EPP "Organization of transportation and management of transport (by air)" is carried out for two weeks.

Organizational and methodological guidance of the practice of freelance is carried out by teachers of the department as well as specialists from enterprises, organizations and institutions that are the basis of practice.

In the process of preparation for the internship, the students should get acquainted with the program and objectives of the internship, the procedure for the internship, reporting requirements.

The teachers who manage the internship conduct briefings and consultations with the students, during which they give explanations on all issues of the internship and supervise the work of higher education students during this period.

Necessary conditions for the beginning of practice are the presence of the rector's order "On the organization of technological practice."

During the internship, students comply with and comply with all the requirements of the company, the rules of internal labor regulations.

Students who have not completed the program of technological practice and received a negative response to the work or unsatisfactory assessment in the defense of the report, are sent to practice again or expelled from the university.

In case of violation of labor discipline and internal regulations at the request of the head of the department and the head of practice from the practice base, he may be suspended from the practice, as reported by the Dean of the Faculty of Transport, Management and Logistics and Head of Air Transport. At their suggestion, the rector may consider the issue of deducting students from the educational institution.

A characteristic feature of the educational process in the period of technological practice is the emphasis on independent work of the student. Students should take the initiative in researching professional issues, collecting the necessary materials that can be used to write term papers, articles and abstracts.

Responsibilities of the students, the head of practice of the university and the base of practice are covered in Section 4 of the Regulations on the organization of internships for applicants for higher education of the National Aviation University QMS NAU P 03.01 (20) -02-2021.

Operational control is carried out by the head of practice from the enterprise, periodically - the head of practice from the university.

Applicants for higher education are administratively liable for violating the rules of internal regulations, labor protection, fire safety and industrial sanitation established on the basis of practice.

In case of non-appearance for practice for a good reason, the AHE is obliged to notify the heads of practice from the university and the practice base.

8. THEMATIC PLAN OF PRACTICES

Topics covered during the internship:

- Forecasting the development of the enterprise in the market of transport services.
- Management system at the enterprise.
- Registration of transportation documentation.
- Passenger or cargo clientele service.
- The structure of enterprise management.
- Analysis of enterprise performance indicators.

- Functions and tasks of the department (service), structure.

- Functions of structural subdivisions of the enterprise and their interaction in the process of transportation.

- Research of the market of transport services, forecasting of volumes of transportations.

- Organization and technology of sales and booking of transportation.
- Organization and technology of passenger service.
- Organization and technology of cargo and mail handling.

- Organization and methodology of mutual settlements of participants in the transport process.

The content of technological practice is determined by its purpose, objectives and specified by the individual task of the head of practice. It also depends on the specifics of the practice base.

Arriving at the base of practice, the free economic zone should first of all get acquainted with the enterprise as a whole, its types of activity, position on the market of transport services, structure of management and management of processes of transportation of passengers, mail, cargoes. To do this, the head of the base of practice can be given a review lecture, a tour of the main structural units, provided materials of advertising and information nature.

During the technical practice in the structural units of the internship base (in departments or services related to the organization or maintenance of the transportation process), students are encouraged to first read the regulations of the structural unit, its tasks, job descriptions, performance indicators, etc.

Further, the student must acquire practical skills in servicing technological processes: sale and booking of air transportation, cargo handling, passenger and cargo customer service, preparation of transportation and reporting documentation, preparation of the aircraft for departure, development of aircraft schedule, etc. At the same time, students must get acquainted with the legal documentation, instructions on the organization of certain technological processes, the rules of registration of transportation documents.

The results obtained by the students during the implementation of individual tasks can be further used in the course work, abstracts, and other goals.

Following the results of the internship from the university, the head of the department submits a written report to the head of the department with remarks and suggestions on improving the organization and conduct of student internships.

The report on technological practice is checked and approved by its supervisors from the internship database and the university, supplemented by a description from the internship database and returned to the students for preparation for defense.

The results of the practice are discussed at a meeting of the Department of Air Transport after its completion.

9. RESULTS OF THE PRACTICE

As a result of studying the discipline, the applicant must achieve the following learning outcomes:

- Take responsibility, show public awareness, social activity and participation in the life of civil society, think analytically, critically understand the world.

- Apply, use modern information and communication technologies to solve practical problems in the organization of transportation and design of transport technologies.

- Research processes, experiment, analyze and evaluate the parameters of transport systems



and technologies.

- Understanding the terms of intellectual property rights to software and information resources.

- Understanding the application of methods and techniques of analysis, research, and their limitations in accordance with the EPP.

- Organize and manage the transportation of goods in different connections. Choose the type, brand, type of vehicles (vessels) and routes. Monitor the progress of transportation.

- Organize and manage the transportation of passengers and luggage in different connections. Choose the type, brand, type of vehicles (vessels) and routes. Organize passenger service at stations and passenger terminals.

- Choose effective technologies for the interaction of modes of transport. Analyze the possibilities of using different options for the interaction of modes of transport.

- 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 systems for the sale of air transport products.

10. INFORMATION SOURCES

1. Alessandro Schiliro. Airlines – World. Market Analysis – 2015-2018/ Trends – Corporate Strategies. EU: xerfiGlobal, 2015. – 236 p.

2. Правила повітряних перевезень та обслуговування пасажирів і багажу (затверджені Наказом Державної авіаційної служби Україні від 26.11.2018 № 1239).

3. Airport Economics Manual, 4th Edition (DOC 9562). ICAO, 2020.

4. ІКАО. Посібник з регулювання міжнародного повітряного транспорту. Документ 9626, Видання третє - 2018 р.

5. Sarkisova O. Organization of international passenger air transport: a course of lectures. Kropyvnytskyi: LA NAU, 2018. - 142 p.

6. Marintseva KV Passenger traffic: textbook (second edition). - K: NAU, 2016. - 228 p.).

7. Antselevich GO, Pokreschuk OO, Kovalevskaya LI International legal regulation of transport: a textbook. - Kyiv: Foreign Trade, 2016. - 288 p.

8. Air Code of Ukraine of 19.05.2011 № 3393-VI

9. www.amadeus.com/cis/documents/aco/cis/Amadeus_Basic_Course

10. The State Aviation Service of Ukraine https://avia.gov.ua/

11. International Civil Aviation Organization https://www.icao.int/

Internal documentation of the enterprise:

1. Technology of passenger service in the airline.

2. Cargo handling technology at the airline.

3. Technology of sale and booking of passenger transportation.

4. Instructions for registration of transportation documentation at the airline.

5. Standard contracts for the sale of air transportation, ground handling of air transportation, performance of works with the use of aviation in the national economy.

6. Instructions on labor protection, safety, fire protection, industrial sanitation.



11. FORM OF EVALUATION OF THE PRACTICE ACCORDING TO RATING SYSTEM PROVISIONS

The report on technological practice is checked and evaluated by the head of practice from the university in accordance with the Regulations on the rating system for assessing the knowledge and practical skills acquired by higher education students during economic practice.

During the defense of the report, the student should describe the work personally performed, show knowledge of the theory and practice of organizing work on the basis of practice.

Evaluation of certain types of technological practice performed by the student is carried out in points in accordance with table.

	Types of robot module	Maximum points
#		F
	Acquaintance with the program of practice, drawing up and coordination with the head of the plan-schedule and the individual task.	10
	Undergoing occupational safety training. Familiarity with the structure and the main transport units of the practice base	10
	Preparation, design, and submission of reports to the department in a timely manner	10
	 Protection of the report, which should include: the structure of the enterprise and its main transport units analysis of production and economic activities of the enterprise and transport work. analysis of the network of air routes and fleet of aircraft. collection of statistical data for the diploma project. fulfillment of the individual task of the head. approbation of project proposals. 	70
	Total	100

To be admitted to the defense of the internship report, the student must score at least 42 points

Evaluation of the results of implementation and protection of the report on technological practice is carried out by a commission headed by the head of the department. The commission consists of heads of practice from the university as well as teachers of the department who taught disciplines according to the program of practice.

The completed type of educational work is credited to the student if he/she has received a positive grade for it on a national scale.

In case of receiving an unsatisfactory assessment for the implementation and defense of the report on practice, the issue of its re-compilation is resolved in the prescribed manner.

Reassignment of a positive test score (in order to increase it) is not allowed.

The final semester practice rating is equal to the sum of the grades for all types of work provided for in the internship program and the defense of the practice report, and is listed in the national scale and ECTS scale.

The final semester rating in points, on the national scale and on the ECTS scale is entered in the test report, study card and individual student curriculum.

The final semester rating is entered into the individual curriculum and study card of the applicant for higher education, for example, as follows: 92 / Excellent / A, 87 / Good / B, 79 / Good / C, 68 / Sat./D, 65 / Sat. / E etc.

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АРКУШ ПОШИРЕННЯ ДОКУМЕНТА

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

 $(\Phi 03.02 - 02)$

АРКУШ ОЗНАЙОМЛЕННЯ З ДОКУМЕНТОМ

№ пор.	Прізвище, ім'я, по батькові	Підпис ознайомленої особи	Дата ознайом- лення	Примітки

 $(\Phi 03.02 - 04)$

АРКУШ РЕЄСТРАЦІЇ РЕВІЗІЇ

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

 $(\Phi \ 03.02 - 03)$

АРКУШ ОБЛІКУ ЗМІН

No	№ листа (сторінки)			Підпис	Дата	Дата ввелен-	
зміни	Зміненого	Заміненого	Нового	Анульо- ваного	особи, яка внесла зміну	внесення зміни	ня зміни

 $(\Phi 03.02 - 32)$

УЗГОДЖЕННЯ ЗМІН

	Підпис	Ініціали, прізвище	Посада	Дата
Розробник				
Узгоджено				
Узгоджено				
Узгоджено				