

CIVIL AVIATION AND CABIN SERVICES PROGRAMME

1st SEMESTER

BLT101 COMPUTER TECHNOLOGIES-I

Examination of methods and techniques to access information and acquisition of skills to use them. Basic concepts of information technology such as computer information, data processing, technological development, professional concepts and applications, current software applications (Windows, Word, Excel, Power Point)

TURK101 TURKISH LANGUAGE-I

Definition of language, place and significance of language in nations life, relation of language and culture, place of Turkish language among world languages, development of Turkish language, sounds and their classification, phonetic features and rules, syllable, spelling rules and application, punctuation marks and their applications, derivational affixes and functions, forms of word usage, practices in literary texts.

TCT101 HISTORY OF TURKISH REPUBLIC-I

The reasons leading to the collapse of the Ottoman Empire, the efforts to stop the collapse and the quest for reform, the reasons leading to World War I, the participation in the war and its consequences, the Armistice of Mudros, the Societies, the beginning of the National Struggle.

SHU101 INTRODUCTION TO CIVIL AVIATION

Innovations from past to present, expansions of abbreviations and codes in aviation, the functioning of existing departments of the aviation facilities, legal regulations, the decisions and sanctions of national and international institutions and organisations.

SHK101 BASIC AIRCRAFT AND FLIGHT INFORMATION

Basic information about the structure of the aircraft, aerostatic and aerodynamic grip, general technical specifications, aircraft types, control surfaces, engine and fuel systems, oxygen and pressurization systems, basic information about flight and the phases of flight.

SHK103 COMMUNICATION IN AVIATION

Communication, theoretical and conceptual framework of the components of communication sociology, communication in aviation, the results of aviation communication and examination of the

accident case studies, in-cab communication techniques, the use of body language and active listening.

SHK105 CORPORATE AIRLINES COMMUNICATION TECHNIQUES AND ORGANIZATION

information on airlines that operate across the world, their histories as well as their places within the air freight industry, cultural communication techniques, the organisational structure and internal communication techniques of airlines in our country, correspondence rules and practices within the organisation.

ADL113 INTERNATIONAL AND NATIONAL AVIATION LAW

Civil aviation system; organizations, conventions, rules, bilateral agreements, air traffic agreements

ING 101-FOREIGN LANGUAGE – I

Students will be able to understand English, use it effectively, and compare basic grammar rules of English. Through this course, students can interpret simple dialogue in English and use the new structure and words they have learned in their daily lives.

2nd SEMESTER

BLT102 COMPUTER TECHNOLOGIES-II

Examination of methods and techniques to access information and acquisition of skills to use them. Basic concepts of information technology such as computer information, data processing, technological development, professional concepts and applications, current software applications (Windows, Word, Excel, Power Point)

ING102 FOREIGN LANGUAGE – II

Students will be able to understand and interpret simple dialogues in English, use basic grammar rules effectively, use new structure and words they will have learned in their daily lives.

SHK108 INTERNSHIP-I

Students can evaluate the ground service phases, airport, apron, runway concepts of public or private airline institutions / organizations working in the field of flight.

MYO104 DISASTER CULTURE

Kinds of disasters, disaster and practices for surviving, things to do before, during and after a disaster, search and rescue activities, field coordination system, the disaster planning.

TCT102 HISTORY OF TURKISH REPUBLIC-II

Information on the concept of revolution, preparation, action, reformation stages of the Turkish Revolution as well as basic principles and characteristics of the Turkish Revolution, domestic and foreign policy of Turkey after the period of Ataturk.

SHK102 AVIATION, APRON AND AIRCRAFT SECURITY

Safety and security, definition of risk in aviation, evaluation, managing and measuring of risk, impact of human factor on security, probable hazard definitions during operation, safety barriers, duties and responsibilities of managers and employees.

SHK104 AVIATION BUSINESS BRANCHES AND ORGANIZATIONS

Tasks and responsibilities of occupations in the airport and flight cabin and the organizational distribution between them.

SHK106 BRAND AWARENESS AND QUALITY MANAGEMENT

Brand, quality, the components and continuity of brand, the effects and contributions of employees to the brand, management and consequences of 4P, historical process of brand, brand management, sociological and philosophical approaches to the concept of brand, brands communicative value, changing position and value of brand in the age of new media.

SHK110 PASSENGER RELATIONS MANAGEMENT AND NLP METHODS

The concept of passenger relation, passenger behaviors and satisfaction, effects of corporate culture and change factors to communication, social relations during flight, responsibilities, usage of NLP methods.

SHK112 VERBAL AND NONVERBAL COMMUNICATION AND WRITING TECHNIQUES IN AVIATION

Verbal and nonverbal communication techniques, written communication in business life, skills to cope with situations that can be encountered in professional and daily life, image and self-introduction skills.

TURK102-TURKISH LANGUAGE-II

Definition of language, the place and prominence in the life of the nation, language and culture relation, the place of Turkish Language among the world languages, development of Turkish Language, sounds and classification, audio features, phonetic rules, syllable, bookmarking rules and application, punctuation marks and its application, construction supplements and functions, forms of word usage, practices in literary texts

3rd SEMESTER

İNG203 VOCATIONAL ENGLISH-I

Communication with Foreign Passangers, Aviation English, Concepts of Aviation, The Aviation Alphabet and numbers.

MYO203 EMOTIONAL INTELLIGENCE

The concept of Emotional Intelligence and its importance in professional and social life.

SHK 201 NORMAL OPERATION PROCEDURES

Transportation rules of goods and passengers during regular ground and flight operations, SHGM legislation, terms and requirements of loading and loadsheet, special status passengers and services provided, in-flight passengers briefings and meaning of navigational information.

SHK 203 EMERGENCY AND SAFETY MANAGEMENT ON AIRCRAFT

Approach and applicable procedures in emergency situations during flight operations, emergency equipments and their use, oxygen systems, fire types and fire intervention methods, prepared and unprepared emergency evacuation procedures, survival techniques, incapacity pilot and cabin crew procedures

SHK 205 FIRST AID IN AVIATION

General first aid information, procedures to be followed on the ground and in the aircraft, first aid materials and uses, CPR techniques, basic first aid practices, life-saving chain, intervention in vital situations without medication, approach to accidents that may occur in the cabin, procedures to be followed in case of birth and death events in the aircraft.

SHK207 AVIATION CRM AND EFFICIENT TEAM MANAGEMENT

Evolution of CRM in aviation, in-cabin and operational impacts, CRM applications, effective team formation, team management, collaboration, productivity, use of leadership features, results of communication failures, events and accident caused by CRM failure, case studies.

SHK209 MANAGEMENT OF BUSINESS AND ECONOMICS

Definitions of management and economy, purpose of establishments, types, place and importance in economy, management of brand and economy in global market, production function, taxation, cost, marketing, advertisement, profitability.

SHK211 FLIGHT PHYSIOLOGY AND STRESS MANAGEMENT

Skills to cope with physical and emotional problems they may encounter during flight.

4th SEMESTER

ING204 VOCATIONAL ENGLISH-II

Communication with Foreign Passangers, Aviation English, Concepts of Aviation, The Aviation Alphabet and numbers.

SHK 212 INTERNSHIP-II

Students complete internship training in public or private airline sector organizations working in the field of cabin crew as an attendant.

MYO204 KNOWLEDGE RENEWAL

Concept and Application of Knowledge, Knowledge Exchange, Knowledge Economy, Industry 4.0, Legal, Social and Academic Developments in the Field.

ISG212 PREPARATION FOR VERTICAL TRANSFER EXAMINATION

The vertical transition exam covers current topics.

SHK 202 CATERING ON BOARD AND GALLEY SERVICE

Definition of aircraft catering, presentation; description of catering materials and regions, names, codes, special food information and codes, effects of catering on passenger satisfaction, meaning for the airline, economical management of the catering, general service and presentation informations.

SHK204 DANGEROUS GOODS

Definition of dangerous substances, general philosophy, transportation requirements, responsibilities of sender and carrier, substances prohibited from aircraft, confidential dangerous materials, airmail and contents, dangerous substances allowed to be carried along with passengers and crew, restrictions, markings and classification.

SHK206 APPLIED VOCATIONAL EDUCATION AND EMERGENCY EDUCATION

Theoretical and practical application of vocational training in aircraft, use of mock-ups, intervention to possible in-cabin emergencies using necessary equipments in mock-ups in accordance with the real environment.

SHK208 DICTION ANNOUNCEMENT MAINTENANCE AND UNIFORM REPRESENTATION RULES IN AIRPLANE COMMUNICATION

Communication with passengers, announcements, dress codes in corporate companies.

SHK210 GRADUATION PROJECT

Students will prepare a project proposal in the field of aviation, conduct a scientific and spatial research on the subject and submit the results in written format.

SHK214 WORLD CULTURES AND WORLD DESTINATIONS

Necessary information about the cultures of major countries and cities which are airline destinations.