



No. 100

ORDINANCE FOR DIPLOMA IN AVIATION AND HOSPITALITY SERVICES

1. Title and Commencement

This ordinance shall be called the Ordinance for diploma in aviation and hospitality services.

2. Definitions and Keywords

- a. 'Vishwavidyalaya' or 'University' means Guru Ghasidas Vishwavidyalaya (A Central University established by the Central Universities Act, 2009 No. 25 of 2009) located at Koni, Bilaspur, Chhattisgarh;
- b. 'Vice Chancellor' means the Vice-Chancellor of Guru Ghasidas Vishwavidyalaya, Bilaspur.
- c. 'Department' means a department of the university that runs the program under self-finance scheme.
- d. 'Student' means one who has been admitted in the Aviation and Hospitality training programs of this institute.
- e. 'Academic session' denotes the period of six months, the program shall be held in any time between odd and even semester, condition to the availability of students. Total of two certificate programs may run in an academic session.
- f. 'Programme' means a course which refers to any academic Programme leading to award of a Certificate, Diploma or Degree specifically introduced and established under the scheme.
- g. 'Employee' means a teaching and non-teaching employee appointed / engaged particularly for programmes running under self-financing scheme.
- h. 'Scheme' means by which way refer to the self-financed course and programmes.
- i. 'Self-Financed Programmes' means the course and programmes that generate sufficient revenue by way of tuition fee, admission fee or funds as to meet all expenses in running of program towards salaries of staff, building, recurring expenses for electricity, water, stationery, course material, establishment and maintenance of laboratories, postage, TA/DA and all other incidentals so as to provide the courses of character of financial self-sustenance.



j. 'LAPT' London Academy of Professional Training.

3. Tie-up with experienced organization

MoU with LAPT who have experience of running these courses. The university will run this program in its campus and students may go outside also as per requirement of the program. MoU will be signed between GGV and other agency.

4. Duration

Minimum duration of the programme will be of 150 hrs theory, 30 hrs practical followed by Minimum 60 hrs. or 2 weeks' internship.

Course span: the course will be running in two modes:

A. Full Time: 6 months

- Course Duration: 5 to 6 months
- Number of approximate weeks:
 - Classroom theory & practical: 18 weeks
 - Internship: 2 to 4 weeks
- Every week: 10 hrs.

B. Part Time: 10 months

- Course Duration: 9 to 10 months
- Number of approximate weeks:
 - Classroom theory & practical: 36 weeks.
 - Internship: 2 to 4 weeks.
- Every week: 5 hrs.

Those students who failed in the first attempt will be allowed to complete their course in further two attempts only.

The course span can be changed by the university from time to time.

5. Academic Calendar

The programme shall be held anytime in odd and even semester, condition to the availability of students. Maximum of four certificate programmes may run in an academic session.



6. Medium of instruction

The medium of instructions in general shall be Hindi and/or English. However, institute may notify the medium of instruction for a specific programme, if any and in such cases the medium of instruction shall be as notified by the institute.

7. Programme Structure

The scheme of Examination of the diploma program shall be as per the Choice Based Credit System (CBCS). Scheme as adopted by the university and approved by the respective department and the academic council and shall has the flexibility of revision of modification.

The minimum credit for the award of diploma course shall be 11 and maximum credit shall be 17.

Course shall be divided as shown in the table below.

Table 1: Course for study in Diploma in Aviation or Hospitality Services

Part-A						Credit : 5.5	
Course Code	Course	Total hrs.	Credit Points	Hrs / Week	Marks		
DAH101T	Theory	75	5	10 (Full Time) 5 (Part Time)	100		
DAH101P	Practical	15	0.5	1 (Full Time) 0.5 (Part Time)	100		
Part-B						Credit : 5.5	
DAH102T	Theory	75	5	10 (Full Time) 5 (Part Time)	100		
DAH102P	Practical	15	0.5	1 (Full Time) 0.5 (Part Time)	100		
Part-C						Credit : 2	
DAH102I	Internship with report (Min. 60 hrs or 2 weeks)	60	2		100		
Total		240	13		500		

8. Syllabus

The institute in consultation with LAPT or any agency as prescribed shall decide the course structure and syllabus for a specific programme time to time.

General course guideline, will have following two parts:



PART A- Ground Staff Training (75 hours)

Sr. No.	Content / Topics	Number of lectures / Hours
1	Introduction to Airline Industry	4
2	Airport Operations	16
3	Customer Service	12
4	Security and Safety	16
5	Airline Reservation and Ticketing	8
6	Leadership and Teamwork	8
7	Communication Skills practice, level 1	3
8	Dressing, Grooming body language as per profession	8
Total number of lectures / Hours		75

PART B- Cabin Crew Training (75 hours)

Sr. No.	Content / Topics	Number of lectures / Hours
1	Introduction to Cabin Crew Duties	8
2	Aviation Safety and Security	16
3	Customer Service and Communication	12
4	In-Flight Services	8
5	Crew Resource Management	8
6	Emergency Procedures	12
7	Communication Skills practice level 2	3
8	Dressing, Grooming body language as per profession	8
Total number of lectures / Hours		75

9. Eligibility

This programme is open for all the students who are physically fit.

Minimum age limit 17 years.

The minimum qualification for admission to the specific program, the institute will notify from time to time.

Foreign nationals either residing in India or abroad or Indian nationals residing abroad may be admitted to the programme according to the policy guidelines laid down by the University from time to time as per the number of seats available for this category' These



seats will be supernumerary and shall be advertised separately in addition to the seats approved for each program.

10. Examination and Evaluation

The academic performance of a candidate shall be jointly evaluated with GGV & LAPT in respect of the courses of study prescribed for each session through the evaluation. The evaluation of students admitted in any of these programmes shall be based on:

- Theory exam
- Practical exam
- Internship assignment

The examination pattern can be updated jointly from time to time, will be notified by institute.

11. Declaration of Results

- a. The Absolute Grading System as explained below will be adopted for theory, practical and internship subjects.

Session examination results will have in the followings categories:

GRADE	PERCENTAGE OF MARKS OBTAINED IN THEORY/ PRACTICAL /INTERNSHIP
O (Outstanding)	>90- ≤100
A+(Excellent)	>80 - ≤ 90
A (Very Good)	>70 - ≤ 80
B+(Good)	>60 - ≤ 70
B (Above Average)	>50- ≤ 60
C (Average)	>40- ≤ 50
P (Pass)	=40
F (Fail)	00 - <40
Absent	Fail

12. Mark-sheet / Transcript

Based on the above marks, the Vishwavidyalaya shall issue the Mark-sheet for the diploma programme indicating the performance in respective modules or sections. Mark-



sheet shall be issued to the students on his/her request after successful completion of the programme.

13. Enrolment in the institute

Every student admitted to the programme shall be enrolled before appearing in the program through the procedure prescribed by the competent authority from time to time.

14. Admission Procedure

The method or mode of admission will be entrance test or on merit basis as decided by the university from time to time.

15. Number of Seats

For the programme an intake of 30 students per batch (up to four batches can be run with total number of students of 120 nos.). Which can be changed by the university from time to time.

16. Fee

As decided by the University from time to time.

17. Rustication / suspension / withdrawal from the course

A student suspended or debarred from attending the classes due to any reason, whatsoever or having withdrawn, from the course on medical ground or any other cogent reason, shall have to seek re-admission in the next academic session as a regular student. Such student shall have to meet of 75% attendance in each module.

18. Termination of enrolment

The enrolment of the student may be terminated on disciplinary grounds, in accordance with the provision laid down in the university Act/ Statute/Ordinances/Regulation as applicable from time to time.

Student whose enrolment has been terminated may appeal to the Competent authority for reconsideration within fifteen days from the date of issuance of the communication of termination and the appeal may be disposed off within fifteen days. If the appeal is allowed, his/her admission and enrolment shall be restored.

19. Marketing of the courses

As the aviation programs are very fascinating in present time, for competing with private competitors, it is required to do aggressive marketing of the program with proper planning.



20. Power to Modify

The appropriate committee of the university and LAPT has the right to propose any modifications or amendments in any of the matters s mentioned above.

Any matters not covered in this Ordinance shall be governed by the relevant ordinance of the University.

21. Interpretation of ordinance

In case of any dispute, difference in interpretation of this ordinance or any other matter not covered in this ordinance, the decision of the Chairperson, Academic Council/Executive Council shall be final and binding.