

CIVIL AVIATION CABIN SERVICES

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
KHD121	Introduction to Communication	(2,0,0)	2	3	Compulsory
<p>What is communication? Communication-informatics-narration. An overview of studies on communication. An overview of communication tools. Cognitive communication tools. Audiovisual communication tools. Telecommunications communication tools. Calligraphic communication tools. Calligraphic communication tools. Organization communication tools. Artistic communication tools. General evaluation.</p>					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
KHD122	Normal Safety Procedures	(1,2,0)	2	4	Compulsory
<p>Duties and responsibilities of the cabin cockpit crew.Pre-flight safety and cabin cleaning checks.Emergency equipments and pre-flight checks. Description of the Cabin.The Communication System. Aircraft lighting system.Under arrest,deporte and INAD passengers. Passengers.Boarding. Cabin preparation for landing and take-off. Responsibilities of the cabin crew on the aircraft.Briefing. Debriefing. Refueling and procedures while there are passengers on the aircraft. Duties and responsibilities of the dead head crew.</p>					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
KHD123	Catering and Services	(1,1,0)	3	4	Compulsory
<p>The History of the Catering and the Reasons for the Catering on the Airplane. Catering and Control of the Catering Materials. Preparation of the Trolley for Service. Hygiene Rules. Service in the Cabin. Crew meals and cockpit service. Meal service to passengers with special meal requests. Special meals and codes of special meals. Alcoholic and non-alcoholic beverages prepared on the plane, Snack drinks service. Beverage service rules. Types of service according to the time of the day. Galley preparation and catering delivery at the end of the service. Stationery materials. Duty free service.</p>					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
KHD124	Personal Care and Image Management	(1,0,0)	1	2	Compulsory
<p>What is personal appearance and image. What is personal care and hygiene. Applied make-up training, hairstyles. Body Cleaning and Care For Ladies.Body Cleaning and Care For Men.Face and Skin Care .Ethod and Courtesy Rules Healthy Eating and Exercise. Appearance and personal behavior. Accessories, shoes, hand and nail care to be used by the cabin crew. Rules to be considered in layover duties. Uniform Rules and Rules to be Followed in the Use of Uniforms</p>					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
KHD125	Diction(Effective Speech and Announcement Technics)	(1,2,0)	2	4	Compulsory
<p>Definition of Diction, Its Place and Importance in Our Lives. An Overview of Diction Lessons. Communication and Language. Historical Development and General Characteristics of Our Turkish Language. Comprehension and Expression Skills of Turkish Language. Listening Skill. Speaking Skill. Reading Skill. Writing Skill. Diction Studies, Activities, Exercises. Student Diction Topic Activities. Student Diction Study Activities</p>					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
KHD221	Emergency and Safety Procedures	(4,2,0)	5	8	Compulsory

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
	Importance of Emergency Intervention in Case of Emergency. Emergency Equipment and Control. Equipment and Controls to be Used in Fire. Materials Used in Evacuation. Oxygen Systems and Rules for Giving Oxygen to the Passenger. Emergencies and Required Interventions. Classification of Fire and Extinguishing Methods. Cabin Decompression. Bomb On Airplane. Hijacking. Evacuation. Survival. Unruly Passenger.				

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
KHD222	Basic Health Information and First Aid in the Cabin	(2,2,0)	3	5	Compulsory Course
	First Aid And First Aid Responder, Systems, Flight Physiology, Primary Evaluation, Basic Life Support, Basic Life Support-Pediatrics, Airway Management, First Aid For Bleeding Patient, Sprain and Strain, Wound Management, Unconsciousness, Bites And Stings, Poisoning				

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
KHD223	Crew Resource Management	(2,2,0)	2	4	Compulsory Course
	The concept of CRM, its historical development, the concept of team and resources. Basic requirements of ECM, effective communication techniques, the concept of accident and its factors. CRM background, philosophy and knowledge management system Basic principles of CRM, concept of management and conflicts. Concept of risk and resource shortage management. The concept of CRM error, the importance of the human factor, the SHEL Model. CRM management functions, objectives, stages, safety culture, flight management. CRM skills, team building methods, individuality within the team and social CRM skills. CRM work cycle and CRM leadership styles. CRM communication barriers, persistence concept, CRM factor in aviation. CRM customer database management and reporting system.				

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
KHD224	Customer Relationship Management in Aviation	(2,0,0)	2	3	Elective
	The Concept of the Customer. The Concept of Customer Relationship Management. The Dimensions of Customer Relations. Customer Orientation. Customer Service. Customer Satisfaction Customer Value, Communication with Customers. Customer Loyalty. Customer Retention. Customer Complaints. Measuring Customer Relationships New Developments in Customer Relations.				

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
KHD228	Aviation Psychology	(2,0,0)	2	3	Elective
	Basic Concepts of Psychology, Introduction to Flight Psychology, Flight Safety, Flight Fears, Treatment of Flight Fears, Stress of Flight and Ground Crews and Passengers, Aviation Accidents, Crises and Traumas, Aviation-Specific Conditions Cognitive and Psychomotor Disorders (Oxygen Depletion, Oxygen Depletion, G Force, Visual Illusions and others), Aviation Fatigue, The Human Factor in Flight Accidents, Flight Crew Resource Management, Popular Topics of Aviation Psychology (Homecoming Syndrome, Stockholm Syndrome, etc.).				

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
HMY101	Introduction to Civil Aviation	(2,0,0)	2	3	Compulsory
	Definition of Aircraft. Aircraft lighter than Air. Aircraft heavier than Air. Flight Principle of Aircraft heavier than Air. A Brief History of Aviation. Civil Aviation Activities. Economic Benefits of Aviation. Aviation Personnel and Training. Airline Business Terms. Classification of Airline Businesses. Management				

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
					Organization of Airline Businesses. Revenue and Expense of Airline Businesses. Airport Identification Codes. Airport Elements. Visual Aids for Navigation. Airport Ground Services.

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
HMY102	Principles of Flight & Aircraft General Knowledge	(2,0,0)	2	4	Compulsory
					Introduction & History. Basic Physical Dimensions. Basic Concepts. Standard Atmosphere. Geometrical Properties of the Wing. Aerodynamic Properties of the Wing. Body. Tail Surfaces (Stability and Control). Landing Gear. Piston Engines. Gas Turbine Engines. Hydraulic Systems. Flight Control Systems. Pneumatic Systems. Pressurization and Oxygen Systems. Protection and Emergency Systems. Aircraft Electrical Systems. Flight Instruments and Indicator Systems. Aircraft Performance.

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
HMY103	Aviation Terminology	(2,0,0)	2	3	Compulsory
					Importance and Necessity of Using Terms. Terms Used in Aviation and Their Explanation. Airport Terms and Codes. Aviation Terms. Flight Terms. Cockpit Terms. Cabin Terms. Galley Terms. Lavatory Terms. Emergency Related Terms. Terms Related to Transportation, Passenger and Crew. Terms Related to Aircraft and Parts. Weather Related Terms

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
HMY104	Introduction to Meteorology	(2,0,0)	2	3	Compulsory
					Meteorological Definitions and History of Meteorology. Earth and Atmosphere, Standard Atmosphere and ICAO Atmosphere. Components of Atmosphere Temperature, Density, Pressure and Humidity. Wind. Circulation of Atmosphere. Clouds and Precipitation. Meteorological Visibility Distance. Factors Limiting Visibility. Meteorological Events. Meteorological Forecasts.

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
HMY105	Air Transportation Organisations and Responsibilities	(2,0,0)	2	3	Compulsory
					Responsibilities of the captain in command. Cabin chief and cabin crew powers and responsibilities. Mandatory documents and documents to be carried by cabin crew. Uniform dress code of cabin crew. Civil Aviation Inspections / Safa inspections. Crew Formation Chart. Incapacity Cabin Crew. Qualification and Performance Evaluations of Cabin Crew. Cabin Personnel Recruitment Standards. Cabin Crew Flight Duty Limits. Certification. Sickness on duty day. Flight Personnel Disciplinary Actions

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
HMY111	Dangerous Goods in Air Transportation	(2,0,0)	2	3	Compulsory
					What is the meaning of dangerous goods, international authorities in this field. Dangerous goods rules book. Carrier and shipper responsibilities. Hidden dangerous goods. Dangerous goods prohibited to be transported by air. Restrictions and approval requirements. IATA DGR booklet case studies. Transport of dangerous goods in accordance with the rules. Classifications and their contents. Classifications and their contents. Labeling. Action style against dangerous substance released during boarding and flight, DGR Kit. Emergency action chart, case studies.

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
HMY211	Aviation Law	(2,0,0)	2	3	Compulsory
<p>Definition and terminology of Air Law , Classification of Air Law , History of Air Law , Sources of Air Law 2 , Major international organizations in aviation , Regional organizations in aviation , Other Organizations in Aviation, International conventions governing civil aviation in the period prior to the Chicago Convention , Convening, conducting and concluding the Chicago conference, International civil aviation convention technical annexes, Air traffic rights, Scheduled and non-scheduled international air services, Other matters regulated at the Chicago Convention, Carrier's Responsibility in Air Freight, Regulation of International Air Freight, Warsaw Convention, Montreal Convention, Aircraft and Air Carriage Contract , Definition, types and legal nature of the Aircraft, Nationality of aircraft, Aircraft Registry, Transfer of Ownership of the Aircraft, Aircraft Mortgage , Rental of aircraft , Air carriage contract, Other International Aviation Conventions, Rome Convention and Montreal Protocol, Responsibility towards third parties in Turkish Civil Aviation Law, International conventions on aviation security, Other conventions relating to aviation security, Passenger Rights in Air Transport, Passenger Traffic and the concept of passenger rights, Bilateral air transport agreements and types of bilateral agreements, General structure of bilateral air transport agreements and bilateral agreements in Turkey, Proper preparations for liberal multilateral air service agreements, Insurance concept and aviation insurance, Insurance legislation and aviation insurance in Turkey, Competition Law Practices in Air Transport, Competition law concept and its historical development, Application of competition law in the air transport sector in the European Union and Turkey.</p>					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
HMY212	Aviation Security	(2,0,0)	2	3	Compulsory
<p>Introduction to Aviation Security. Overview of Terrorism-History of Attacks on Civil Aviation. International Organizations and Contracts. Regulations Regarding Aviation Security in Turkey / Mshgp. Physical Security Measures and Security Equipment. Security Areas and Applications. Case Studies. Air Cargo Security. Human Resources in Aviation Security. Cyber Attacks And Air Traffic Management Security. New Trends in Aviation Safety. Incident Reporting / Contingency Actions. Protection of Aircraft. Communication and Body Language/ Case Studies.</p>					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
HMY213	Aviation Safety	(2,0,0)	2	4	Compulsory
<p>Explaining the basic concepts of aviation safety. Explaining the concepts of Safety and Security. Investigation of Unsafe Incidents Aircraft Accidents and Unsafe Incidents. Examining the relationship between Human Factors and the SHEL Model. Examining the factors affecting human performance. International History of Aviation Security and Security Events Physical Security Measures at Airports. Human Error and Violations. Error Management. Swiss Cheese Model.</p>					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
HMY214	Occupational Health and Safety in Aviation	(2,0,0)	2	3	Elective
<p>Definition, scope and content of Occupational Health and Safety (OHS). Its historical development and formation. International and national institutions related to OHS. Legal legislation on which it is based. Organization within the institution. Hygienic, psychological, ergonomic and technical dimensions. Occupational diseases and accidents. Emergency plans. Precautions to be taken in different environments, techniques and conditions. Measures to be taken in different environments, techniques and conditions. Ethics in Working Life. Adult Education, Health and Safety Education at Workplace. Its place and importance in civil aviation.</p>					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
ENG115	English I	(6,0,0)	6	8	Compulsory
This course aims at A1 and A2 levels in English, as outlined by the Common European Framework of Reference (CEFR). The course content includes reading, writing, listening and speaking components of general English.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
ENG116	English II	(6,0,0)	6	8	Compulsory
Reading and understanding simple information and texts; and filling out forms and writing short texts on personal information, communicating in familiar situations; Managing most situations related to living and traveling to express or express ideas of personal interests such as experiences, events, hopes and passions, and to express ideas, reasons and plans.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
ENG123	English I	(2,2,0)	3	4	Compulsory
This course aims at A1 and A2 levels in English, as outlined by the Common European Framework of Reference (CEFR). The course content includes reading, writing, listening and speaking components of general English.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
ENG124	İngilizce II	(2,2,0)	3	4	Compulsory
This course aims at B1 level in English, as outlined by the Common European Framework of Reference (CEFR). The course content includes reading, writing, listening and speaking components of general English at B1 level.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
ENG215	Listening and Pronunciation	(2,0,0)	2	4	Compulsory
Aviation English is an intensive English language course designed for professional flight students who need to develop their English language proficiency in accordance with the International Civil Aviation Organization (ICAO). This is a fluency-based course, which is designed to engage and inform students by exposing them to a wealth of stimulating and varied listening material. The emphasis on aviation related real word tasks assists the development of students' (spoken) accuracy in grammar, vocabulary, functions and pronunciation.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
ENG216	Oral Communication Skills	(2,0,0)	2	4	Compulsory
Organization, identifying and producing different types of presentations, descriptive, narrative, persuasive and informative presentations and covering visual aids as well as research methods are some of the topics that will be covered.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
ENG217	Aviation English I	(3,0,0)	3	5	Compulsory
Aviation English is an intensive English language course designed for professional aviator students who need to develop their English language proficiency in accordance with the International Civil Aviation Organization (ICAO). This is a fluency-based course, which is designed to engage and inform students by exposing them to a wealth of stimulating and varied listening material. The emphasis on aviation related real word tasks assists the development of students' (spoken) accuracy in grammar, vocabulary, functions and pronunciation.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
ENG218	Havacılık İngilizcesi II	(3,0,0)	3	5	Compulsory
Aviation English II is an intensive English language course designed for professional aviator students who need to develop their English language proficiency in accordance with the International Civil Aviation Organization (ICAO). This is a fluency-based course at an advanced level, which is designed to engage and inform students by exposing them to a wealth of stimulating and varied listening material. The emphasis on aviation related real word tasks assists the development of students' (spoken) accuracy in grammar, vocabulary, functions and pronunciation.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
BIL101	Education Technologies	(3,0,0)	3	3	Compulsory
Basic concepts of information technologies, software and hardware, operating systems in general, word processing programs, spreadsheet programs, data presentation, internet use in education, the effects of information technologies on social structure and its place in education, information systems security and related ethical concepts.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
FIZ101	Physics	(3,0,0)	4	6	Compulsory
Measurement, vectors, kinematics, force, mass. Newton's laws, applications of Newton's laws. Work and kinetic energy. Conservation of linear momentum. Impulse, collisions, rotation, moments of inertia. Torque, angular momentum, conservation of angular momentum, static equilibrium.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
MAT103	Mathematics	(3,0,0)	3	4	Compulsory
Functions, limits and continuity. Derivatives. Mean value theorem. Sketching graphs. Definite integrals, infinite integrals (antiderivatives). Logarithmic, exponential, trigonometric and inverse trigonometric functions and their derivatives. L'Hospital's rule. Techniques of integration. Applications of the definite integral, improper integrals.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
AIT101	Atatürk's Principles and the History of Turkish Revolution I	(2,0,0)	2	2	Compulsory
The reasons that prepared the collapse of the Ottoman Empire and the Turkish Revolution. Disintegration of the Ottoman Empire, Tripoli War, Balkan Wars, First World War. Armistice of Mudros. The situation of the country in the face of the occupations and the reaction of Mustafa Kemal Pasha, the departure of Mustafa Kemal Pasha to Samsun. The opening of the Turkish Grand National Assembly of the National Struggle. Treaty of sevr. The Lausanne Peace Treaty. Atatürk's Principles: Republicanism, Nationalism. Populism, Statism. Secularism, Revolutionism.					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
AIT102	Atatürk's Principles and the History of Turkish Revolution II	(2,0,0)	2	2	Compulsory
Abolition of the Sultanate; Proclamation of the Republic; Taking the Election Decision in the First Parliament; Establishment of the People's Party; Ankara Becoming the Capital, Proclamation of the Republic and Reactions; Abolition of the Caliphate (The Emergence of the Problem of the Caliphate and the Events Preparing the Abolition of the Caliphate), Progressive Republican Party and Sheikh Said Rebellion; Law of Takrir-i Sukun; Closing the Progressive Republican Party; İzmir Assassination Attempt), Free Republican Party and Menemen Incident; An Overview of Atatürk-Inönü Separation,					

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
	Revolutions and Their Goals; Revolutions in Law; 1924 Organization-ı Esasiye Law; Adoption of the Turkish Civil Code; Adoption of Other Basic Laws; Revolutions in Women's Rights, Education and Culture; The Law of Unification of Education; Adoption of the New Turkish Alphabet; New Understanding of History and Language; From Darülfünun to Istanbul University; Fine Arts, Developments in Economics; Late Ottoman Economy; Turkish Economy Congress and Its Results; Economic Activities in the First Years of the Republic; Transition to the Practice of Statism, Revolutions Made in Social Life (Modernization in Clothing: The Law on Wearing Hats; Closure of Lodges, Zawiyas and Tombs, Adoption of International Time, Calendar, Numbers, Measurements and Week Holidays; Adoption of the Law on Surnames; Developments), Turkey's Foreign Policy in Atatürk Era; Years 1919-1923; Years 1923-1930, Going to the Second World War and Turkish Foreign Policy 1931-1939, Principles of Atatürk; General Overview of Atatürk's Principles; Republicanism, Nationalism, Populism, Statism, Secularism, Revolutionism, İsmet İnönü Period (1938-1950); Domestic Policy During the Second World War; Establishment of the Democratic Party, Democratic Party Period (1950-1960); May 27 Military Intervention and National Unity Committee				

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
TUR101	Turkish I: Written Expression	(2,0,0)	2	2	Compulsory
	Reading passages related to the chapter; grammar studies; vocabulary and translation activities; listening activities; debates on current issues related to the department (Repetition of tenses, Internet history, Health and medicine, passive frameworks, Social issues, Environmental issues, Repetition of modals, Law and punishment, repetition of adjective phrases, Language and Literature, Repetition of noun phrases.				

Course Code	Course Name	(T,A,L)	Credit	ECTS	Compulsory/Elective Course
TUR102	Turkish II: Oral Expression	(2,0,0)	2	2	Compulsory
	Spelling, punctuation and composition (punctuation marks, other signs), Spelling, spelling rules (capital letters, spelling of numbers, spelling of abbreviations, spelling of quoted words), Composition (purpose of composition, method of writing composition), plan in composition, introduction, development, result, Expression features, clarity in expression, simplicity in expression, clarity and sincerity in expression, Expression disorders (using synonyms in sentences), Misuse of idioms, Expression styles (explanation, story, concise expression, description, satire, portrait, proof, speech, Verbal expression types (daily and impromptu speech, prepared speech, panel discussion, debate, panel), Written expression types (letter, telegram, greeting, invitation, literary letter), business letters, official letter, petition, report, report, decision, advertisement, conversation, criticism, memoir, travel writing, interview, survey, autobiography, biography, novel, story, fairy tale, fable, theatre, tragedy,drama ,scenario) .				