

## Master Syllabus

### AVT 2146 - Introduction to Airline Operations

**Division:** Science, Mathematics and Engineering

**Department:** Aviation Technology

**Credit Hour Total:** 3.0

**Lecture Hrs:** 3.0

**Date Revised:** May 2016

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#### Course Description:

An introduction to the structure of an airline, including the functions of the operational control center, airline marketing, maintenance control, fleet planning and scheduling, dispatch release, airline operating certificates and specifications, Part 121 Federal Aviation Regulations and an understanding of the principles and concepts of crew and dispatcher resource management (CRM) through interactive discussion and scenario analysis as it relates to aircraft dispatchers and airline flight crews.

#### General Education Outcomes:

- ▣ Critical Thinking/Problem Solving
- ▣ Values/Citizenship/Community
- ▣ Information Literacy
- ▣ Oral Communication
- ▣ Written Communication
- ▣ Computer Literacy

#### Course Outcomes:

##### Function of the operational control center

Comprehend and demonstrate a basic understanding of operational control, dispatcher release, and airline operating certificates and specifications.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Score 70% or higher on exams

##### Structure of an airline

Comprehend, analyze, and demonstrate a basic understanding of an airline, including the functions of the operational control center, airline marketing, maintenance control, fleet planning and scheduling.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Score 70% or higher on exams

##### Part 121 Federal Aviation Regulations

Comprehend and demonstrate an understanding of Part 121 Federal Aviation Regulations as they pertain to airline operations, including hazardous materials, flight crew duty time, and dispatch release procedures and operating regulations.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Score 70% or higher on exams

##### Crew resource management

Comprehend, analyze, and demonstrate an understanding of concepts of crew and dispatcher resource management and crew resource management markers through interactive discussion and scenario analysis as it relates to aircraft dispatchers and airline flight crews.

**Assessment Method:** Locally developed exams

**Performance Criteria:** Score 70% or higher on exams

#### Outline:

Structure of an airline  
Function of the operational control center  
Fleet planning and scheduling  
Airline operating certificates and specifications  
Part 121 Federal Aviation Regulations  
Principles and concepts of crew and dispatcher resource management