



MANAGEMENT EDUCATION:
EXCELLENCE IN AVIATION

POST GRADUATE DIPLOMA IN AIRPORT OPERATIONS

18 MONTHS COURSE INCLUDING
6 MONTHS INTERNSHIP
AT GMR AIRPORTS

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राजीव गाँधी राष्ट्रीय विमानन विश्वविद्यालय
RAJIV GANDHI NATIONAL AVIATION UNIVERSITY
नागर विमानन मंत्रालय, भारत सरकार के तहत एक केंद्रीय विश्वविद्यालय
(A Central University under Ministry of Civil Aviation, Govt. of India)
2013 में संसद के एक अधिनियम द्वारा स्थापित
Established by an Act of Parliament in 2013

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OUR VISION

To be an aviation University that is ranked among top 200 universities of the world within 20 years of setup



OUR MISSION

To create and disseminate knowledge that facilitates progress and excellence in the field of Aviation

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ABOUT RGNAU



The Indian Aviation Sector has been consistently exhibiting strong growth and is slated to be the aviation market of the future. The establishment of Rajiv Gandhi National Aviation University (RGNAU) is an endeavor by the Ministry of Civil Aviation to provide a fillip to this growth by bridging the knowledge gap within the industry.

The Ministry of Civil Aviation (MoCA), has established RGNAU at Fursatganj, Amethi, Uttar Pradesh, through an act of Parliament, "Rajiv Gandhi National Aviation University Act 2013".

The act of Parliament empowers the University to award Diploma, Degree and Post Graduate Degrees in the field of Civil Aviation. At the same time collaborations, with the leading international Universities, Institutions in the Aviation domain, are being shaped towards proffering global knowledge, i.e. customised for local requirements.

The prime objective of the University is to provide world class education, training and research to roll out efficient human resources to meet the growing requirements of the civil aviation sector. The aspiration is to develop India as a global manpower hub for the entire aviation sector. RGNAU has an ambitious plan to offer several Bachelor Degree programmes, Master Programmes, PG Diploma courses, Doctoral programmes and Certification courses in phases.

SPECIAL NATURE OF THE PROGRAMME

- **18 Months (Two Semesters) for study**
- **Six months of Internship at any of the GMR Airports**
- **Programme designed for meeting the man power requirements of current requirements in Aviation Industry.**
- **Internship and final placement facilitated by GMR Aviation Academy**
- **Teaching by experts in Aviation/Air Cargo Sector**





How to Apply

The online application submitted by accessing the RGNU website, www.rgnau.ac.in, with effect from 07th June 2021, the application fee is Rs. 1500/- for General/OBC candidates and Rs.750/- for SC/ST/PWD categories. The fee is non refundable; bank or payment gateway service charges must be borne by the applicant.

Essential Qualifications & Upper Age Limit for Admission

Essential Qualifications: Any Bachelor degree with 55% aggregate marks. 50% for SC/ST candidates, result awaiting students can also be considered, subject to condition that they have appeared or will be appearing for final examination in 2021 and will be liable to submit the marks sheet latest by 15th September 2021

Upper Age Limit: 25 years as on 31st July 2021, for all the category

Important Dates

- # Website opens for online submission of applications - 07 Jun 2021(Monday)
- # Last date for submission of online applications - 06 Jul 2021(Tuesday)
- # Publishing the list of shortlisted candidates for online interview - 12 Jul 2021(Monday)
- # Date of Online Interview - 19 Jul 2021 to 23 Jul 2021
- # Declaration of results - 29 Jul 2021(Thursday)
- # Document verification and enrolment of students - 09 Aug 2021 to 13 Aug 2021
- # Commencement of classes - 16 Aug 2021 (Monday)

Documents to be produced for Verification at the time of Enrollment

- Self-Attested copies of certificates & Mark-sheets of qualifying degree and other certificates(from SSC) level
- One passport size colour photograph
- SC/ST/PWD category candidates needs to attach the requisite certificate
- Result awaited candidates need to attach Admit Card of Final year Graduation Examination
- Photo ID

Selection Criteria

The selection of the candidate will depend upon the percentage of marks in graduation and the final selection is based on the performance in the online interview conducted by the University.

Fee for the Programme

- Fee for the programme: INR 3,30,470. This shall be exclusive of Hostel and Mess Charges
- No refund of the fee is however admissible after the stipulated time period as mentioned in the admission offer letter
- Mess, Hostel and Conveyance charges will be approximately Rs.1,12,000/- per year
- The details of fee towards caution money is as here under:
 1. Caution Money for Hostel : Rs.5,000/- (Refundable)
 2. Caution Money for Academics: Rs.5,000/- (Refundable)
 3. Fee for verification of the authenticity of certificates issued by respective Board/College/University: Rs.2,500/- (Non-Refundable)

LIFE AT RGNU





CURRICULUM



SEMESTER I

S NO	SUBJECTS	TOPICS
01	Introduction to Airport Operations	<ul style="list-style-type: none"> Introduction to Aviation Industry Familiarization with Terminal Operations Role of Regulatory bodies / Agencies (BCAS/DGCA/AAI/ACI/IATA/ICAO) and their regulation / prescriptions. Passenger Handling procedures Check-in & Documentation procedures Handling of passenger with special needs/attention
02	Airport Information Management – I	<ul style="list-style-type: none"> Resource & Capacity Planning – Landside / Airside Software development & Integration Quality Consulting Business Analysis Passenger Flow
03	Airport Engineering System – I	<ul style="list-style-type: none"> Aircraft Ground Handling Hydrant Fuelling Visual Docking Guidance System Equipment Handling & Maintenance Records Safety procedures (Equipment's)
04	Security and Airport Safety Management	<ul style="list-style-type: none"> Terminology and definitions Security Awareness Access Control – People & Vehicle Passenger- “Entry up to the Embarkation in the aircraft” Baggage Handling System (BHS) with multi – level high tech screening system CCTV and AOCC familiarization
05	Cargo Operations: Planning, Designing & Control	<ul style="list-style-type: none"> Genesis and evolution of Cargo Terminal Concept of Single handling Agency Role of Cargo Terminal Operator Role of Facilitating / Handling Agencies Role of Aircraft Operator
06	Managerial Communication – I	<ul style="list-style-type: none"> Business communication & its scope for aviation industry Basic Ingredients of communication Barriers to communication Non – Verbal Conversation & cultivating Body Language Report writing

S NO	SUBJECTS	TOPICS
07	Fundamentals of Organisational Behaviour	<ul style="list-style-type: none"> Introduction Organisational Behaviour Managing the demographic & cultural diversity Understanding people at work; Managing individuals and preparations Individual attitudes & behaviours Theories of Motivation Designing a motivating work environment Managing Stress & Emotions Organizational structure & change Conflict Management & Negotiation Skills Cultivation Leadership skills within the organisation
08	Financial Management for Airport – I	<ul style="list-style-type: none"> Finance in operations and retail for airports Airport Revenue and Expenditure Models Single / Dual / Hybrid till Systems Non – Aero Revenue Aero Revenue Commercialization of Airport assets Financial sustainability of airports Socio Economic Benefits
09	Customer Relationship Management	
10	Mini Project	
11	Airport Familiarization visit / Short Internship at airports during the semester break	





CURRICULUM

SEMESTER II

S NO	SUBJECTS	TOPICS
01	Airlines Management Functions	<ul style="list-style-type: none"> Introduction to Ramp Safety Types of Aircraft and their Handling Procedures Pushback Hand Signals – Headset operator to Tug Driver Ground Handling Equipments Introduction to ULD Management & Handling Basic of Load Control Loading procedures of Special Cargo Definition & Loading procedures of Narrow & Wide Body
02	Airport Information Management	<ul style="list-style-type: none"> Runway Actual time of landing and departures New estimates of Arrival and Departures
03	Crisis and Disaster Management at Airport	<ul style="list-style-type: none"> Failing to plan is Planning to fail Courtesy of Hyderabad International Airport Annexure 1- Emergency kit for reception centre for uninjured survivors Annexure 2- Full- Scale emergency exercise
04	Managerial Communication – II	<ul style="list-style-type: none"> Forms of Communication Research reports Enquiries, Complaints and Sales Promotion Letters Group Discussion
05	Financial Management for Airport – 2	<ul style="list-style-type: none"> Enhancement of Airport Revenue Introduction to Airport Economics AERA and Regulatory requirements New generation airports and its economic viability
06	People Management for Airport Operations	<ul style="list-style-type: none"> An overview of Airport Strategy Organization Design and assessment Leadership Development and leadership Competencies Strategic Change Management Nudge Theory Employee Recruitment

S NO	SUBJECTS	TOPICS
07	Airport Service Operation	<ul style="list-style-type: none"> Role of Airport Operator Familiarization with Terminal Operations Role of ASG (CISF) Single Window System
08	Transportation, Warehouse and Cargo Management	<ul style="list-style-type: none"> Export and Import cargo Handling Procedures & related documentation Warehouse procedure for both Public & Private Types of Transshipment Cargo & Handling Handling of Special cargo Handling of Domestic cargo Disposal of Unclaimed or Uncleared Cargo Processing of Claims
09	Airport Service Quality	<ul style="list-style-type: none"> Purpose Dimensions of Service Quality
10	Mini Project	
11	Airport Engineering & Systems – II	<ul style="list-style-type: none"> ICAO Annexure 14 Aerodrome Data Physical Characteristics Obstacle restriction and removal Indicators Approach Lighting Systems Visual Aids for Denoting Obstacles





CURRICULUM



SEMESTER III

S NO	SUBJECTS
01	Internship at GMR Airport (IGI Airport)



GMR Aviation Academy (GMR AA) was established at the state-of-the-art Rajiv Gandhi International Airport, Shamshabad, Hyderabad in 2009, with the objective of providing professional training and enhancing the knowledge and skills of GMR Airports' personnel. Over the years, it has emerged as a global gateway for Aviation learning in India for not only GMR's own personnel, but also for its peers and allied agencies in India and abroad with a full-fledged unit in Delhi as well. The Academy conducts training programmes accredited by Airport Council International (ACI), International Air Transport Association (IATA), International Civil Aviation Organisation (ICAO), Directorate General of Civil Aviation (DGCA), and Bureau of Civil Aviation Security (BCAS) of India with focus on Asia Pacific, Middle East and African regions. GMR AA has also been conducting training programmes in niche areas like "Economics of Airport Management" in collaboration with the likes of Cranfield University (UK).

GMR AA imparts quality education through highly skilled faculty members possessing diverse Aviation experience in Airports, Airlines, Air Traffic Control, Cargo, Safety and Security, Corporate Aviation etc. The high quality programmes conducted by the Academy by its highly skilled Faculty Members and Subject Matter Experts in their respective disciplines are unique in as much as they are reinforced with On-the-Job Training (OJT) at the world's best rated, state-of-the-art Airports at Delhi or Hyderabad. We facilitate placement assistance and most of our alumni are now placed with major Airports (India and abroad), Airlines, Ground Handling Agents, Cargo Operations, Aviation Management Companies, Hospitality majors etc. The focus of our courses is on the key areas of Airport/Airline Operations with real life situations and examples, up-to-date Aviation Training and motivation for a successful future as a professional in the Aviation Industry.

Visit for more information:
www.gmraviationacademy.org

GMR AA is recognized by ICAO, ACI, IATA, DGCA and BCAS of India. The Academy is the only one of its kind in India to have been conferred with the "Regional Training center of Excellence" (RTCE) stature of ICAO and the "Global training HUB" by the ACI. It is also an Authorized Training Center and Accredited Training School of IATA.

