


**MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE**  
**NATIONAL AVIATION UNIVERSITY**  
 Faculty of Transport, Management and Logistics  
 Logistics Department


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 « 01 » 09 2023

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 « 05 » 09 2023



Quality Management System

**COURSE TRAINING PROGRAM**  
 on  
**“Passenger Logistics”**

Educational Professional Program: “Aviation Logistics”

Field of study: 07 “Management and Administration”

Specialty: 073 “Management”

Form of study	Semester	Total (hours/ ECTS credits)	Lectures	Practicals	Self-study	HW/ CGP /C	TP/CPr	Form of semester control
Full-time	7	150 / 5	17	34	54	-	TP -7s.	Examination – 7s

Index: CB-7-073-4/21-2.1.29

**QMS NAU CTP 19.05–01–2023**



The Course Training Program on “Passenger Logistics” is developed on the basis of the Educational Professional Program “Aviation Logistics”. Bachelor Curriculum №CB-7-073-4/21 and Bachelor Extended Curriculum № ECB-073-4/23 for Specialty 073 «Management», and corresponding normative documents.

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## INTRODUCTION

Course Training Program on «Passenger Logistics» is developed based on the "Methodical guidance for the subject course training program", approved by the order № 249/од, of 29.04.2021 and corresponding normative documents.

### 1. EXPLANATORY NOTES

#### 1.1. Place, objectives, tasks of the subject

**The place of this academic subject** in the system of professional training is determined by the need to form future specialists with knowledge, skills, professional competencies and practical skills related to the creation of effective logistics systems for passenger transportation. This academic subject allows to master the theoretical and practical knowledge that forms the professional profile of a specialist in the field of management and administration.

**The purpose** of the subject is the formation of students' professional competencies and skills, the creation, quality management and effective use of the principles of logistics in the performance of passenger transportation.

**The objectives** of academic subject are:

- development of the conceptual mechanism and theoretical foundations of the logistics service for passenger transportation;
- study of the main types of passenger transportation and features of the provision of this type of service;
- consideration of the main indicators of the study of demand and quality assessment in passenger logistics;
- mastering the rules of pricing in the passenger segment of the provision of logistics services for transportation.

#### 1.2. Learning outcomes the subject makes it possible to achieve

As a result of the study of the subject, the student must achieve the following **learning outcomes** (LO):

LO 3. Demonstrate knowledge of theories, methods and functions of management, modern concepts of leadership;

LO 4. Demonstrate the skills of identifying problems and justifying management decisions;


LO 5. Describe the content of the functional areas of the organization;

LO8. Apply management methods to ensure the effectiveness of the organization;

LO 10. Have the skills to substantiate effective tools for motivating the organization's personnel;

LO 11. Demonstrate skills in situation analysis and communication in various areas of the organization;

LO 12. Evaluate the legal, social and economic consequences of the functioning of the organization;

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LO 13. Communicate in oral and written form in the state and foreign languages;

LO 15. Demonstrate the ability to act socially responsibly and socially consciously on the basis of moral considerations (motives), respect for diversity and interculturality;

LO 16. Demonstrate the skills of independent work, flexible thinking, openness to new knowledge, being critical and self-critical;

LO 19. Apply modern computer, mobile, digital technologies for monitoring the movement of aviation logistics flows, auditing and controlling logistics activities, optimizing logistics processes in real time;

LO 20. Build door-to-door transportation routes using air transport, providing rational travel time with minimal costs for organizing the movement of goods and passengers;

LO 22. Organize effective sales of aviation logistics services, define policies and standards for aviation logistics services to the aviation clientele, evaluate the quality of services and optimize customer service levels.

### **1.3. Competences the subject makes it possible to acquire**

As a result of studying the subject the student must acquire the following competencies (IC – integral competence, GK – general competence, PC – professional competence):

IC 1. The ability to solve complex specialized tasks and practical problems characterized by the complexity and uncertainty of conditions in the field of management and logistics or in the learning process, which involves the application of theories and methods of social and behavioral sciences;

IC 2. Operational and tactical management of logistics business processes of aviation enterprises, organization of comprehensive logistics services for consumers of aviation industry products, organization of operational logistics activities in the field of civil aviation.

GC 4. Ability to apply knowledge in practical situations;

GC 9. Ability to learn and acquire modern knowledge;

IC 11. Ability to adapt and act in a new situation;


GC 14. Ability to work in an international context;

GC 19. Ability to work in a collective and team, readiness for cooperation with colleagues and information exchange in aviation chains and aviation logistics networks;

GC 20. Ability to assess the conditions and consequences of organizational management decisions, the ability to justify management decisions and the ability to ensure their legitimacy from the standpoint of social responsibility;

GC 21. Ability to have an economic thinking pattern, the ability to apply quantitative and qualitative methods of analysis in making managerial decisions and build economic, financial, organizational and managerial models;

PC 6. Ability to act socially responsibly and consciously;

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PC 11. Ability to create and organize effective communications in the management process;

PC 12. Ability to analyze and structure the organization's problems, form reasonable solutions;

PC 17. Ability to create "door-to-door" transportation routes using air transport, which ensure a rational time spent on the road with minimal costs for organizing the movement of cargo and passengers;

PC 18. Ability to formulate requirements for transport, for systems of storage and warehouse processing of air cargo, for information systems that ensure the movement of cargo and passengers, and to make decisions regarding their selection;

PC 20. Ability to analyze and simulate processes of logistics service for aviation clientele, determine the optimal levels of logistics service (ground and in-flight), organize effective sales of aviation logistics services.

#### **1.4. Interdisciplinary connections.**

This subject is the basis for studying such subjects, as: «Logistics service», «Communication Management» and is basic for studying subjects, as: «Aviation Logistic Project Management», «International Flight Management» and others, as well as precedes Major-related Training and performance of Qualification Paper in the specialty.

## **2. COURSE TRAINING PROGRAM ON THE SUBJECT**

### **2.1. The subject content**

Training material is structured according to module principle and consists of one educational module, namely:

**Module № 1 «Logistic Approaches to Passenger Transportation»**, that is logically complete, relatively independent, holistic part of the subject, learning of which provides module test and analysis of its performance.

A separate **second module** (educational component) is a term paper, which the student performs in the seventh semester. TP is an important component of consolidation and deepening of theoretical and practical knowledge and skills acquired by the student in the process of mastering the academic material of the subject.


### **2.2. Modular structuring and integrated requirements for each module**

#### **Module №1. “Logistical approaches to passenger transportation”.**

##### **Integrated requirements of module №1:**

##### **Know:**

- theoretical foundations of passenger logistics, basic terms and the history of the emergence of transportation;
- types of passenger transportation;

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- peculiarities of passenger transportation services as a specific type of goods;
- demand indicators used in passenger logistics and the methodology of their calculation;
- methods of quality management in the passenger segment of logistics;
- rules of price formation in passenger logistics;
- rules of transportation organization and management in passenger logistics.

**Learning outcomes:**

- determine the current state of passenger transportation services;
- classify passenger transportation;
- take into account the peculiarities of passenger transportation services in management;
- calculate the main indicators characterizing the demand in passenger logistics;
- manage the quality of services provided;
- form the price for passenger logistics services;
- organize quality management in the specified segment.

**Topic 1. Theoretical foundations of the organization of passenger transportation.**

Passenger transportation in the system of public relations. Evolutionary progress of passenger transportation. The need for movement and ways of realization. Fundamentals of improvement of passenger transportation. Formalization of transportation.

**Topic 2. Types of passenger transportation.**


Classification of passenger transportation. Features of logistics in passenger transportation by different types of transport. Land transport. Road transport. Railway transport. Water transport. Logistics of passenger transportation by air transport. Transport using an artificially created environment for movement.

**Topic 3. Features of passenger transportation services as a specific type of goods.**

The main characteristics of services: intangibility, inseparability, heterogeneity, non-safety, etc. and their impact on passenger transportation logistics processes. Passenger logistics service standards. The main differences between services and material goods and related features of marketing and management in passenger logistics.

**Topic 4. Transportation demand management in passenger logistics.**

Indicators characterizing the demand for transportation: transport mobility of the population, average travel distance, passenger turnover,

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traffic volume, etc. Classification of types and methods of research of demand for transportation. Method of passenger traffic research in passenger logistics.

### **5. Transportation quality management in passenger logistics.**

Fundamentals of passenger traffic quality management. Indicators and standards for the properties of passenger traffic. Certification and quality management of passenger transportation. Passenger transportation quality management systems.

### **Topic 6. Formation of prices for transportation services in passenger logistics.**

Tariff and ticket system in passenger transportation. Accounting for the social significance of transportation services in passenger logistics. Basic principles of formation of transport tariffs. Algorithm for pricing in passenger logistics.

### **Topic 7. Organization and management of passenger transportation.**

Tasks of organization and management of passenger transportation. The use of graph theory and economic-mathematical models in the construction of a network of routes. Peculiarities of the organization of intercity and international transportation. Ways to improve the efficiency of the functioning of the passenger complex of Ukraine.

### **Module № 2 “Term Paper”**


Term paper (TP) is carried out on the seventh semester, in accordance with the methodological recommendations approved with the established procedure, in order to consolidate and deepen the theoretical and practical knowledge and skills acquired by the student in the process of mastering the educational material of the subject in passenger logistics, in the future during the study of subsequent subjects of professional training of a specialist and the performance of qualifying work.

The performance of the Term paper is an important stage in preparing for participation in student conferences and olympiads, as well as for the professional skills and competencies of a future specialist in the field of management and administration.

**The specific purpose of the Term paper** is to consolidate, systematize, generalize and deepen knowledge of passenger logistics, stimulate independence in solving specific professional problems and acquire practical skills in developing a logistics strategy for servicing customers using passenger transportation services.

To successfully complete the TP, the student must know the basic elements of service and their impact on the level of logistical service for passengers; the



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essence of the logistical approach to passenger transportation services; the main stages of the passenger service process; criteria for quality logistics services; possible levels of pricing; be able to segment the customer base of passengers and make conclusions from the results; determine and calculate the main criteria for the logistics services for passengers; find the optimal levels of value of price and quality; develop logistics service standards for different categories of customers and form a pricing policy.

Execution, preparation and defense of the TP is carried out by the student individually in accordance with the methodological recommendations.


The time required to complete the TP is 30 hours of Self-study.

### 2.3. Training schedule of the subject

№	Theme (thematic section)	Total, hours			
		Total	Lectures	Practical lessons	Self-study
1	2	3	4	5	6
<b>Module №1 «Logistic Approaches to Passenger Transportation»</b>					
		<b>7<sup>th</sup> Semester</b>			
1.1	Theoretical foundations of the organization of passenger transportation	9	2	2 2	9
1.2	Types of passenger transportation	9	2	2 2	9
1.3	Features of passenger transportation services as a specific type of goods.	9	2	2 2	9
1.4	Transportation demand management in passenger logistics	17	2 2	2 2 2	17
1.5	Transportation quality management in passenger logistics	9	2	2 2	3
1.6	Formation of prices for transportation services in passenger logistics	9 10	2 2 1	2 2 2	3 3
1.7	Organization and management of passenger transportation.	3	–	2	1
1.8	Module Test №1	9	2	2 2	3
<b>Total by the Module №1</b>		<b>75</b>	<b>17</b>	<b>34</b>	<b>24</b>
<b>Module № 2 “Term Paper”</b>					
2.1	Development of logistics strategy for passenger service	30	–	–	30
<b>Total by the Module № 2</b>		<b>30</b>	<b>–</b>	<b>–</b>	<b>30</b>
<b>Total by the 7<sup>th</sup> semester</b>		<b>105</b>	<b>17</b>	<b>34</b>	<b>54</b>
<b>Total by the subject</b>		<b>105</b>	<b>17</b>	<b>34</b>	<b>54</b>

### 2.4. List of Examination Questions

The list of questions and the content of tasks for preparation for the exam are developed by the leading teacher of the department in accordance with the Course training program, approved at the meeting of the department and brought to the student's attention.

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### 3. BASIC CONCEPT OF GUIDANCE THE SUBJECT

#### 3.1. Teaching methods

During the study of the subject, a student-oriented approach to teaching, a problem-oriented teaching style and interactive teaching methods (group work method, discussions, role-playing games, case method, portfolio method, project method) are used, which contribute to the development of cognitive, creative and research activities of applicants.

The implementation of these methods is carried out during lectures, during the Self-study of applicants with educational literature, during the performance of team and individual tasks by applicants, preparation and defense of presentations, independent problem solving and team solution of practical situations, which allows applicants to master the methodology and modern technologies. substantiation of effective managerial decisions.

#### 3.2. List of references (basic and additional)

##### Basic literature

3.2.1. Elżbieta Macioszek, Grzegorz Sierpiński, Houshmand Masoumi. Challenges and Solutions for Present Transport Systems. Springer International Publishing, 2023 - 167 p.

3.2.2. Tony Francis, David Hurdle. Road Passenger Transport Management: Planning and Coordinating Passenger Transport Operations. Kogan Page, 2020 – 352 p.

3.2.3. Luka Novačko, Marjana Petrović. Transformation of Transportation. Springer International Publishing, 2021 – 226 p.

3.2.3. Azizul Hassan, Nor Aida Abdul Rahman, Nurhayati Mohd Nur. Air Travel Industry. Theories, Methods and Recent Issues. Taylor & Francis, 2023 – 270 p.

3.2.4. Wickens A. H., Feilden G. B. R., Yates I. R. Passenger Transport After 2000 A.D. Taylor & Francis., 2021 - 288 p.

##### Additional Literature

3.2.5. Serhat Ertan . 23 Company Book - Passenger transport and travel agencies. ERP Destekli Bütçe Danışmanlığı A.Ş., 2021 – 289 p.

3.2.6. Bogdan Nogalski, Jacek Woźniak, Wioletta Sylwia Wereda. Logistics, Transport and the COVID-19 Crisis. Managing and Operating Logistics Processes. Taylor & Francis, 2022 – 214 p.

3.2.7. Milan Janić. System Analysis and Modelling in Air Transport. Demand, Capacity, Quality of Services, Economic, and Sustainability. Taylor & Francis Group, , 2022 – 378 p.

#### 3.3. Internet resource

3.3.1. Electronic scientific and practical journal «Intellectualization of logistics and Supply Chain Management». [Електронний ресурс] – Режим

доступу: <https://smart-scm.org/>.

3.3.2. Official website of Airport Council International (ACI). URL: <https://aci.aero/>

3.3.3. ICAO офіційний сайт [Electronic resource]. URL: [https://www.icao.int/about-icao/Pages/RU/default\\_RU.aspx](https://www.icao.int/about-icao/Pages/RU/default_RU.aspx)

3.3.4. IATA- офіційний сайт [Electronic resource]. URL: <https://www.iata.org/>

3.3.5. Methodical developments of the department (in electronic form)

#### 4. RATING SYSTEM OF KNOWLEDGE AND SKILLS ASSESSMENT

4.1. Assessment of certain kinds of student academic activities is carried out in accordance with table 4.1.

Table 4.1

Kind of Academic Activities	Maximum Grade Values
<b>7<sup>th</sup> Semester</b>	
<b>Module №1 « Logistic Approaches to Passenger Transportation »</b>	
Carrying out tasks in practical classes	50 (total)
<i>For carrying out module test 1, a student must receive not less than</i>	30
<b>Module Test №1</b>	<b>30</b>
<b>Total by the module №1</b>	<b>80</b>
<b>Exam</b>	<b>20</b>
<b>Total by the subject</b>	<b>100</b>
<b>Module № 2 “Term Paper”</b>	
Carrying out of Term Paper	<b>60</b>
Term paper defense	<b>40</b>
<b>Carrying out and defense of Term Paper</b>	<b>100</b>

4.2. A student gets a credit for the completed assignment if the student's performance has been assessed positively.


4.3. The total of Grades for individual academic activities completed by a student constitutes a Current Semester Module Grade, which is entered into the Module Control Register.

4.4. The Total Semester Grade on the results of carrying out and defense of the **Term Paper** is entered into a student's record book, for example: **92/Ex/A, 87/Good/B, 79/Good/C, 68/Sat./D, 65/Sat./E etc.**

4.5. The Semester Module Grade and the Semester Examination Grade together make up a Total Semester Grade whose correspondence to the National Scale and the ECTS Scale.

4.6. The Total Semester Grade is entered in an Examination Register, a student's record book and academic card, e.g.: **92/Ex/A, 87/Good/B, 79/Good/C, 68/Sat/D, 65/Sat./E, etc.**

4.7. The Total Grade on the subject corresponds to the Total Semester

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Grade.

The Total Grade on the subject is entered into Diploma Supplement.



(Ф 03.02–01)

### АРКУШ ПОШИРЕННЯ ДОКУМЕНТА

№ прим.	Куди передано (підрозділ)	Дата видачі	П.І.Б. отримувача	Підпис отримувача	Примітки

(Ф 03.02–02)

### АРКУШ ОЗНАЙОМЛЕННЯ З ДОКУМЕНТОМ

№ пор.	Прізвище ім'я по-батькові	Підпис ознайомленої особи	Дата ознайомлення	Примітки

(Ф 03.02–04)

### АРКУШ РЕЄСТРАЦІЇ РЕВІЗІЇ

№ пор.	Прізвище ім'я по-батькові	Дата ревізії	Підпис	Висновок щодо адекватності

(Ф 03.02–03)

### АРКУШ ОБЛІКУ ЗМІН

№ зміни	№ листа (сторінки)				Підпис особи, яка внесла зміну	Дата внесення зміни	Дата введення зміни
	Зміненого	Заміненого	Нового	Анульованого			

(Ф 03.02–32)

### УЗГОДЖЕННЯ ЗМІН

	Підпис	Ініціали, прізвище	Посада	Дата
Розробник				
Узгоджено				
Узгоджено				
Узгоджено				