

Applied Learning (Senior Secondary Level)

2020-22 Cohort

Item	Description
1. Subject Title	Airport Passenger Terminal Operations
2. Course Provider	Hong Kong College of Technology
3. Area of Studies/ Course Cluster	Services/Hospitality Services
4. Medium of Instruction	Chinese
5. Learning Outcomes	<p>Upon completion of the subject, students should be able to:</p> <ul style="list-style-type: none"> (1) describe the structure, role of stakeholders and daily operation of the passenger terminal; (2) explain the quality service culture of the passenger terminal, industry trends, and occupational safety and health requirements; (3) apply operational knowledge of the facilities and technology of the passenger terminal; (4) demonstrate the attitude and communication skills required for teamwork; (5) demonstrate the work ethics and integrity required by the industry; and (6) develop self-understanding for further studies and career development in the related field.

6. Curriculum Map – Organisation and Structure

Theory

Module 1: Introduction to Airport Passenger Terminal (40 hours)

- Aviation industry
- Vision, mission and core values
- Organisational structure and regulatory operations
- Principles and objectives of passenger terminal operation
- Infrastructure of airport and passenger terminal
- Overview of daily operations
- Economic development
- Roles, responsibilities and work ethics of practitioners

Module 2: Safety and Sustainable Development (40 hours)

- Sustainable development and environmental protection
- Safety codes, measures, assessments and monitoring
- Operational safety and technological innovation
- Introduction to contract approval and open tendering
- Leasing management
- Occupational safety and health
- Potential risks and precaution



Practice

Module 3: Systems and Technology (40 hours)

- Overview of projects and systems of passenger terminal
- Operational system and principles of control
- Information system
- Baggage carousel
- Automated people mover
- Case Study

Module 4: Service and Operation (60 hours)

- Customer relationship management and service culture
- International cultural issues
- Festival and event management
- Daily operation and service
- Incident handling
- Project learning

7. The Context

- The information on possible study and career pathways is provided to enhance students' understanding of the wider context of the specific Applied Learning course. Students who have successfully completed Applied Learning courses have to meet other entry requirements as specified by the institutions.
- The recognition of Applied Learning courses for admission to further studies and career opportunities is at the discretion of relevant institutions. The Education Bureau and the course providers of Applied Learning are exploring and seeking recognition related to further education and career development opportunities for students successfully completing the Applied Learning courses.

