

## Applied Learning

### 2022-24 Cohort; 2024 HKDSE

Item	Description
1. Course 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 course, students should be able to:</p> <ul style="list-style-type: none"> <li>(1) describe the structure, role of stakeholders and daily operation of the passenger terminal;</li> <li>(2) explain the quality service culture of the passenger terminal, industry trends, and occupational safety and health requirements;</li> <li>(3) apply operational knowledge of the facilities and technology of the passenger terminal;</li> <li>(4) demonstrate the attitude and communication skills required for teamwork;</li> <li>(5) demonstrate the work ethics and integrity required by the industry; and</li> <li>(6) develop self-understanding for further studies and career development in the related field.</li> </ul>

## 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)

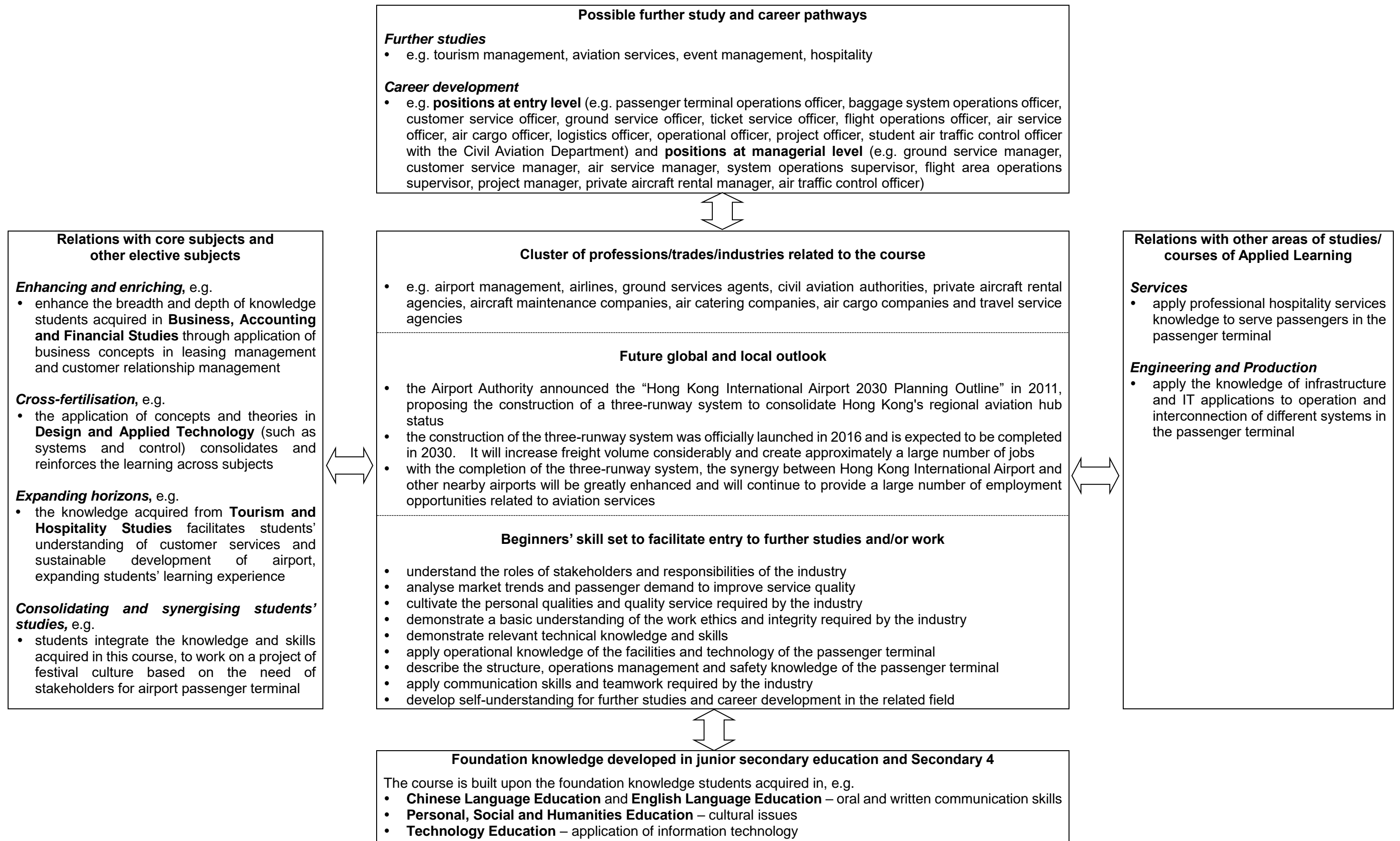
- Overview of projects and systems of passenger terminal
- Operational system and principles of control
- Information system
- Baggage carousel
- Automated people mover
- Case study

#### Module 4: Service and Operation (60 hours)

- Customer relationship management and quality 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.



## **Applied Learning**

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#### **Learning and Teaching**

**Course Title** : **Airport Passenger Terminal Operations**  
**Area of Studies** : **Services**  
**Course Provider** : **Hong Kong College of Technology**

In Airport Passenger Terminal Operations, student-centred learning and teaching activities are designed to enable students to understand fundamental theories and concepts, develop their generic skills, and address their career aspirations in airport passenger terminal operations.

Different modes of activities are employed to provide students with a systematic understanding about the context (e.g. lectures on the overview of the Hong Kong International Airport) and eye-opening opportunities to experience the complexity of the context (e.g. field visits to the Hong Kong International Airport Passenger Terminal, aviation industry-related institution and regulatory organisation).

Students acquire an understanding of the requirements, fundamental knowledge and skills essential for further learning within the area through learning-by-practising opportunities in an authentic or near-authentic environment (e.g. practice in a simulated workshop with industry standard).

Students are also encouraged to develop and apply conceptual, practical and reflective skills to demonstrate entrepreneurship and innovation (e.g. assess the impact of the facilities and layout of the Hong Kong International Airport Passenger Terminal on the development of the aviation industry and related organisations). Students are given opportunities to integrate the knowledge and skills acquired and consolidate their learning (e.g. through case studies on daily operation and crisis management of the airport passenger terminal, students apply knowledge and practical skills in line with the Airport Authority's requirements for the operation and management of the passenger terminal, and use different perspectives to propose solutions to problems related to airlines, passenger terminal, passengers and luggage systems, etc. In the process, students should also demonstrate the positive values and attitudes required in the aviation services industry).

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### **Curriculum Pillars of Applied Learning in Context – Airport Passenger Terminal Operations**

Upon completion of the course, students should be able to:

- describe the structure, role of stakeholders and daily operation of the passenger terminal;
- explain the quality service culture of the passenger terminal, industry trends, and occupational safety and health requirements;
- apply operational knowledge of the facilities and technology of the passenger terminal;
- demonstrate the attitude and communication skills required for teamwork;
- demonstrate the work ethics and integrity required by the industry; and
- develop self-understanding for further studies and career development in the related field.

Through the specific contexts related to the course, students have different learning opportunities, for example:

#### **1. Career-related Competencies**

- describe the development trend of the passenger terminal and airport related industries;
- explain the functions and operational modes of various organisations within the Airport Authority and the passenger terminal; and
- discuss the complexity of daily incidents in the passenger terminal considering the organisational structure, stakeholders and safety requirements of the passenger terminal.

#### **2. Foundation Skills**

- enhance communication skills both in verbal and written forms through working on presentation, role play and project reports;
- enhance language comprehension by reading information on the Airport Authority, passenger terminal, international airport, aviation rules; and
- apply information technology skills in research for projects.

#### **3. Thinking Skills**

- analyse the operation efficiency and development of various systems of the passenger terminal with independent and problem solving skills;
- apply and integrate knowledge acquired to analyse human factors in accidents; and
- enhance critical thinking skills and analytical skills by discussing real-life cases of passenger terminal operation.

**4. People Skills**

- demonstrate teamwork through sharing knowledge and ideas and solving problems in the workshops and group projects;
- develop interpersonal communication skills through the preparation, practice and evaluation of the effectiveness of the project; and
- develop self-management skills through compliance with industry rules and guidelines in practice in a simulated work environment.

**5. Values and Attitudes**

- demonstrate a basic understanding of social responsibilities, work ethics and attitudes in the industry; and
- demonstrate positive learning attitude through various learning activities.