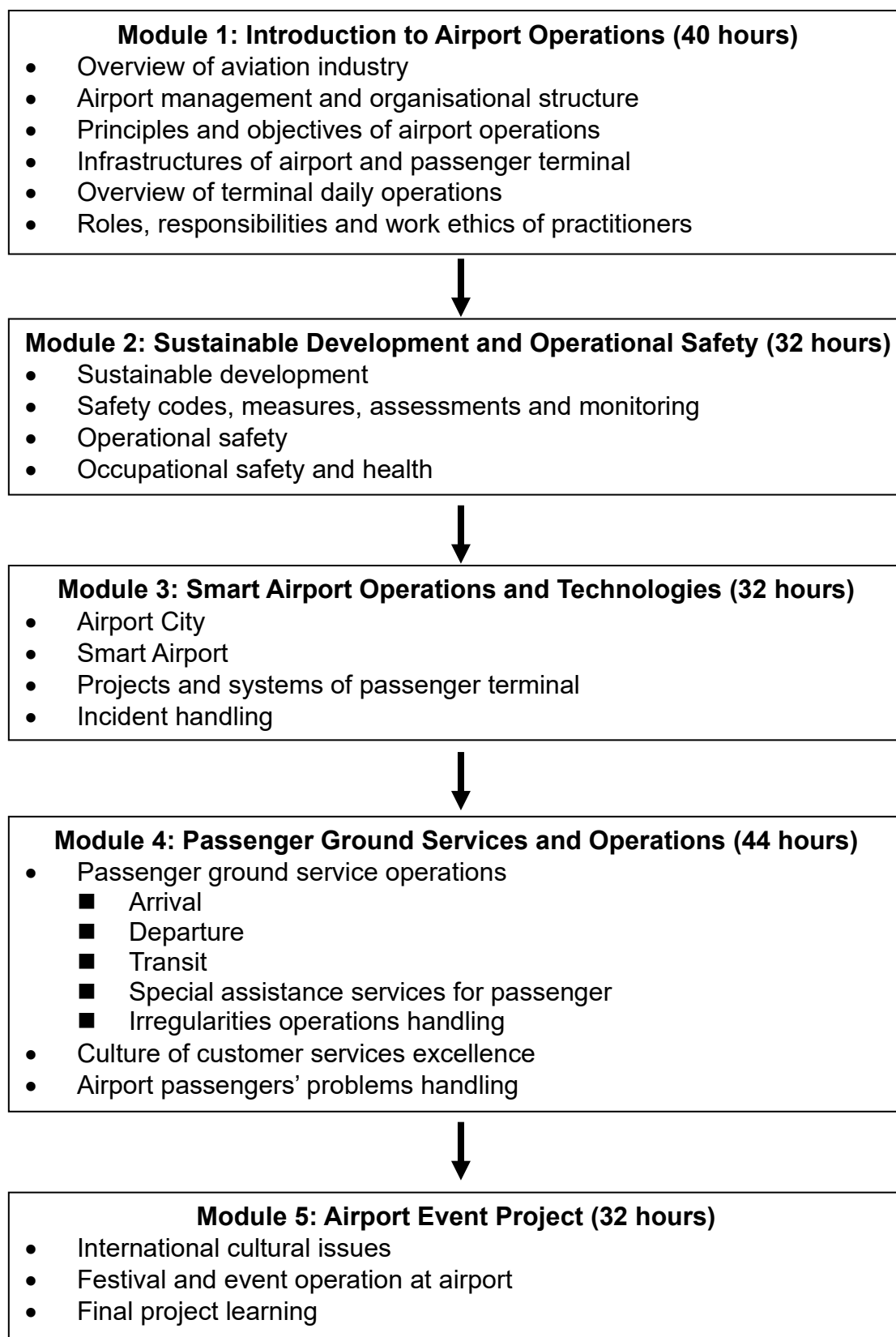


Applied Learning
2026-28 Cohort; 2028 HKDSE

Item	Description
1. Course Title	Airport Operations and Services
2. Course Provider	Hong Kong College of Technology
3. Area of Studies/ Course Cluster	Services/ Hospitality Services
4. Medium of Instruction	Chinese or English
5. Learning Outcomes	<p>Upon completion of the course, students should be able to:</p> <ul style="list-style-type: none">(i) recognise the structure, role of stakeholders and daily operation of airport;(ii) demonstrate an understanding of the quality service culture of the airport, industry trends, and occupational safety and health requirements;(iii) apply operational knowledge of the facilities and technologies of the airport;(iv) demonstrate the attitude required for teamwork and the ability to communicate with passengers;(v) demonstrate a basic understanding of the work ethics and integrity required by the industry; and(vi) enhance self-understanding and explore directions on further studies and career pursuits.

6. Curriculum Map – Organisation and Structure



7. The Context

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

Possible further study and career pathways

Further studies

- e.g. courses related to aviation services, tourism management, event management, hospitality

Career development

- e.g. passenger terminal operations officer, airfield operation officer, baggage system operations officer, customer service officer, ground services officer, ticketing services officer, cabin crew services officer, air cargo officer, logistics officer, student air traffic control officer with the Civil Aviation Department

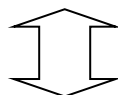
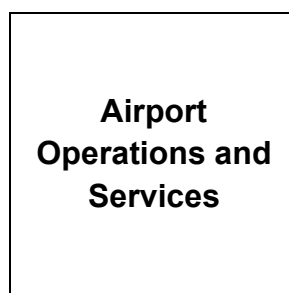
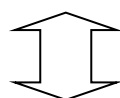
Complementarity with core subjects and other elective subjects

Enhancing and enriching, e.g.

- the knowledge acquired from **Tourism and Hospitality Studies** facilitates students' understanding of customer services and sustainable development of airport, expanding students' learning experience

Expanding horizons, e.g.

- Students taking other subjects, e.g. **Physics**, may broaden their knowledge of the airport city and smart airport



Relations with other Areas of Studies/ courses of Applied Learning

e.g.

Services

- apply professional hospitality services knowledge to serve passengers in the passenger terminal

Engineering and Production

- apply the knowledge of infrastructure and IT applications to operation and interconnection of different systems in the airport

Foundation knowledge developed in junior secondary education

The course is built upon the foundation knowledge students acquired in, e.g.

- **Chinese Language Education** and **English Language Education** – oral and written communication skills
- **Technology Education** – application of information technology
- **Personal, Social and Humanities Education** – cultural issues

8. Learning and Teaching

In this course, 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 operations and services.

Different modes of activities are employed to provide students with a systematic understanding about the context (e.g. role-play on airport passengers handling and oral presentation on the culture of airport quality customer service) and eye-opening opportunities to experience the complexity of the context (e.g. visits to the Hong Kong International Airport, aviation industry-related institutions and regulatory organisations).

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. prepare a booth display to develop skills in organising and managing festive events within a simulated airport environment).

Students are given opportunities to consolidate their learning and demonstrate entrepreneurship and innovation (e.g. students apply knowledge and practical skills in line with the Airport Authority's requirements for the operation and management, and use different perspectives to propose solutions to problems related to airlines, passenger terminal, passengers and baggage systems, etc. through case studies on daily operation and crisis management of the airport. In the process, students should also demonstrate the proper values and attitudes required in the aviation services industry).

9. Curriculum Pillars of Applied Learning

Through related contexts, students have different learning opportunities, for example:

(i) Career-related Competencies

- understand the development trend of the airport related industries;
- understand the functions and operational modes of various organisations within the Airport Authority; and
- explore the complexity of daily incidents at the airport.

(ii) Foundation Skills

- enhance communication skills both in verbal and written forms through 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.

(iii) Thinking Skills

- analyse the operation efficiency and future development pathways of various systems of the passenger terminal;
- 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 airport operation.

(iv) People Skills

- demonstrate teamwork through sharing knowledge, 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 group project; and
- develop self-management skills through compliance with industry rules and guidelines in practice in a simulated work environment.

(v) Values and Attitudes

- demonstrate a basic understanding of social responsibilities, work ethics and attitudes of the aviation industry; and
- understand the fast-changing nature of airport environments, and develop the ability to respond flexibly to unexpected situations, as well as cultivate a problem-solving attitude.