

## Applied Learning

### 2024-26 Cohort; 2026 HKDSE

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

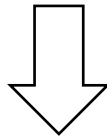
## 6. Curriculum Map – Organisation and Structure

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

- Overview of Aviation Industry
- Airport Management and Organisational Structure
- Principles and Objectives of Passenger Terminal Operations
- Infrastructure of Airport and Passenger Terminal
- Overview of Passenger Terminal Daily Operations
- Professional Roles, Responsibilities and Ethics of Practitioners

### **Module 2: Airport Passenger Terminal Development and Safety (36 hours)**

- Sustainable Development
- Safety Codes, Measures, Assessments and Monitoring
- Operational Safety and Technological Innovation
- Occupational Safety and Health
- Potential Risks and Precautionary Measures



### **Module 3: Systems and Technologies (40 hours)**

- Overview of Projects and Systems of Passenger Terminal
- Operational System and Principles of Control
- Information System
- Baggage Carousel
- Automated People Mover
- Case Studies

### **Module 4: Services and Operations (64 hours)**

- Passenger Terminal Services
- Incident Handling
- Customer Relationship Management and Service Culture
- International Cultural Issues
- Festival and Event Management and Operations

## 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 operation officer, baggage system operation officer, customer service officer, ground service officer, ticketing service officer, flight operation officer, air service officer, air cargo officer, logistics officer, operational officer, project officer, student air traffic control officer with the Civil Aviation Department

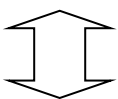
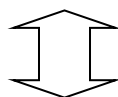
### Complementarity with core subjects and other elective subjects

#### **Enhancing and enriching**, e.g.

- enhance the breadth and depth of knowledge students acquired in **Business, Accounting and Financial Studies** through application of business-related concepts in professional roles, responsibilities and ethics of practitioners and customer relationship management

#### **Expanding horizons**, e.g.

- students taking **Physics, Chemistry** and/or **Biology** can broaden their knowledge in customer services and sustainable development of 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 passenger terminal

### 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
- **Personal, Social and Humanities Education** – cultural issues
- **Technology Education** – application of information technology

## **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 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 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. 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. Students are given opportunities to integrate the knowledge and skills acquired and consolidate their learning (e.g. 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 baggage systems, etc. through case studies on daily operation and crisis management of the airport passenger terminal. 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**

- 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.

### (ii) **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.

### (iii) **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.

### (iv) **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.

### (v) **Values and Attitudes**

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