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Module Summary

Glossary
INTRODUCTION TO THE AIRLINE INDUSTRY

Welcome to the exciting world of the airline industry! Whether you are interested in an airline career or already work in the industry, this course has been designed with you in mind. It will provide you with an overall understanding of the airline industry and a wealth of information you will need to apply your new skills and knowledge.

You will learn about the scope and structure of the aviation industry including the impact of deregulation. We will take you on a tour of airports and their services, and learn how airplanes fly. You will discover how airlines adapt to the ever-changing socio-economic, environmental, industrial and technical changes that impact the airline industry as a whole. Being a highly competitive business, airlines must prioritise the importance of providing employees with the best training programmes to ensure they acquire the proper skills and knowledge of the business.

We trust you will enjoy and successfully complete this course. To help you do so, we have structured the course to include 9 modules. Each module contains the following learning aids and organizers:

Module Overview, Lessons, Lesson Overview, Units, Progress Checks, Lesson Summary, Module Summary, Apply your Learning, Key Learning points, Did you Know and the Glossary.

We wish you the best of luck!
COURSE STRUCTURE

To help you successfully complete and enjoy the course, we have structured the content into nine modules. Each module contains the following parts:

Module Overview
Each module begins with an overview of the module’s content and a list of learning objectives.

Lessons
Each module is made up of three lessons, and each lesson includes the following:

Lesson Overview
Each lesson begins with an overview of the topics to be covered and a list of learning objectives.

Units
Each lesson includes from one to five units.

Progress Checks
Each lesson ends with a short exercise made up of multiple choice questions, similar to those of the final exam. The questions are designed to provide you with the opportunity to test your understanding of the material. An Answer Key is provided at the end of each module so that you can check your responses. Should you encounter errors in your responses, please repeat the respective lessons to ensure you have learned the content.

Lesson Summary
Each lesson ends with a summary of the lesson’s main points.

Module Summary
Each module ends with a summary drawing together the main points of the module’s lessons.

Key Learning Points
Key Learning Points are highlighted throughout the text and are designed to emphasise particularly important issues and conclusions.
Did You Know?
Did You Know? Points are highlighted throughout the text and are designed to offer interesting or fun facts related to the topic area.

Apply Your Learning
This section follows the Module Summary and provides you with the opportunity to apply what you have learned within your own context. You will get the most from this course if you make the effort to complete these exercises.

References and Other Reading Material
This section is included at the end of each module (where applicable). It provides references to reading materials for those who wish to research the topic area in greater depth.

Glossary
All terms in italics can be found at the end of this course textbook along with their definition and meaning.