

C-4457

Sub. Code

84411

DIPLOMA EXAMINATION
CABIN CREW AND GROUND OPERATIONS
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION

First Semester

INTRODUCTION TO AVIATION INDUSTRY

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is FAA?
2. Define phonetics.
3. What is a round the world ticket?
4. What is an International airpass ticket?
5. What is elapsed transportation time?
6. Define economic geography.
7. Define passport.

8. What is the importance of travel insurance?
9. Define airline.
10. What do you mean by private jet?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the functions of IATA.
Or
(b) Explain about Warsaw convention.
12. (a) Explain the importance of air travel terminology.
Or
(b) Write short notes on denied boarding.
13. (a) Brief about physical geography.
Or
(b) Write short notes on elapsed transportation time.
14. (a) Mention the consequence of negligence during air travel.
Or
(b) What are the travel formalities carried out during an air travel?
15. (a) Brief about corporate jet.
Or
(b) Write short notes on :
 - (i) Customs
 - (ii) Immigration.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate on country codes.

Or

(b) Mention few air travel terminology terms and their definitions.

17. (a) Explain about special service requirement codes.

Or

(b) Describe about the time zones and elapsed transportation time.

18. (a) Describe the general preventive measures carried out during air travel.

Or

(b) Elaborate on the types of charters.

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DIPLOMA EXAMINATION
CABIN CREW AND GROUND OPERATIONS
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Second Semester
CORPORATE COMMUNICATION SKILLS
(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the meaning of communication.
2. Write the main forms of organizational communication.
3. What are the elements of communication?
4. Write the importance of communication.
5. Define management communication.
6. What are the types of communication?
7. What is meant by written communication?

8. Define sales report.
9. What are the problems in listening?
10. Write the meetings in oral communication.

Part B

(5 × 5 = 25)

Answer **all** questions, by choosing either (a) or (b).

11. (a) Explain the principles of communication.

Or

- (b) Write a short notes on frequency of communication.

12. (a) What is the importance of effectiveness?

Or

- (b) Explain the contribution of communication towards corporate.

13. (a) Brief about the management communication.

Or

- (b) Write about the role of union in communication.

14. (a) Explain about the business report.

Or

- (b) What are the guidelines for effective writing?

15. (a) Write short notes on the guide to effective listening.

Or

- (b) Explain about the oral communication.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the objectives and limitations of communication.

Or

- (b) Detail on the evaluation of communication effectiveness.

17. (a) Explain the elements of communication.

Or

- (b) Explain about the types of communication.

18. (a) Explain the format of the contract proposals.

Or

- (b) What is listening? What are the problems in listening?

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DIPLOMA EXAMINATION
CABIN CREW AND GROUND OPERATIONS
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION

Second Semester

AVIATION LAW

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define convention.
2. What is open sky policy?
3. Expand ICAO.
4. Write some functions of DGCA.
5. What is ATS?
6. What is uncontrolled airport?
7. Define FIR.
8. What is control area?
9. Differentiate between accident and incident.
10. Mention some of the dangerous goods.

Part B

(5 × 5 = 25)

Answer **all** questions, by choosing either (a) or (b).

11. (a) Explain in detail about bilateral agreement.

Or

- (b) Brief about freedom of air.

12. (a) Explain the convention of Chicago.

Or

- (b) Write the functions of IATA.

13. (a) Brief about controlled airspace structure.

Or

- (b) Explain the functions of airport.

14. (a) Explain in detail about control zones.

Or

- (b) Write the specifications of FIR.

15. (a) Explain about Indian Aircraft Act 1934.

Or

- (b) Explain about flight information regions.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Explain in detail about bilateral and multi lateral agreement.

Or

- (b) Discuss about conventions made in Tokyo, Montreal and La Haye.

17. (a) Brief about controlled and uncontrolled airports.

Or

(b) Explain in detail about Flight Information services.

18. (a) Briefly explain about the aircraft investigation procedures.

Or

(b) Narrate the major accidents in the history of aviation.

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DIPLOMA EXAMINATION
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APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Second Semester
COMPUTER APPLICATIONS
(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term Hardware.
2. What is the use of file?
3. What is the importance of MS office?
4. Write any two features of MS Word.
5. What is called a chart in excel?
6. What is called a worksheet in excel?
7. Which is the basic element of powerpoint?
8. How do you justify text in slides?

9. Why MS Access is so popular?
10. Define the term Database.

Part B

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) Bring out the characteristics of computers.

Or

- (b) Discuss briefly about the classification of computers.

12. (a) Explain the steps to find and replace a text in MS Word.

Or

- (b) How do you use tabs in MS Word? Explain with an example.

13. (a) Write down the steps to insert or delete a row in excel?

Or

- (b) What is the importance of formatting in excel? Explain.

14. (a) List out the steps to create an organization chart in powerpoint.

Or

- (b) Write down the steps to add a graph to a powerpoint.

15. (a) How to add a record to a table? Explain with an example.

Or

- (b) Bring out the steps to create a form in MS Access with an example.

Part C

(3 × 10 = 30)

Answer **all** questions choosing either (a) or (b).

16. (a) Discuss in detail about the generation of computers with its structure.

Or

- (b) Write a letter to your friends inviting them for your birthday party using mail merge.

17. (a) What are the various ways of formatting a paragraph? Explain.

Or

- (b) Discuss in detail about the types of charts with an example.

18. (a) Explain in detail about various functions in excel and their uses.

Or

- (b) What are the various steps involved in creating a report in MS Access? Discuss in detail.

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DIPLOMA EXAMINATION
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APRIL 2021 EXAMINATION
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APRIL 2020 ARREAR EXAMINATION
Second Semester
PERSONALITY DEVELOPMENT
(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define SWOT.
2. What are the elements of personality?
3. What is self esteem?
4. Define motivation.
5. Write the benefits of positive attitude.
6. What is external motivation?
7. What is meant by success?
8. What are the reasons for failure?

9. Write the causes of stress.
10. What is positive body language?

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about determinants of personality.

Or

- (b) Brief about SWOT analysis and how it is helpful in one's personality development.

12. (a) Explain the factors that determine our positive attitude.

Or

- (b) Write the steps in building positive self-esteem.

13. (a) Write short notes on motivation redefined.

Or

- (b) Write the difference between motivation and inspiration.

14. (a) Explain about the qualities that make a person successful.

Or

- (b) Brief about interpersonal skills.

15. (a) Explain the ways of handling stress.

Or

- (b) Explain about understanding body language.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about personality elements.

Or

- (b) Discuss about the concepts of self esteem.

17. (a) Explain about :

- (i) Benefits of a positive attitude
- (ii) Consequences of a negative attitude.

Or

- (b) Explain in detail about external and internal motivation.

18. (a) Explain in detail about success in personality development.

Or

- (b) Detail about positive body language.
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DIPLOMA EXAMINATION
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Second Semester

AIR CARGO MANAGEMENT

(2019 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define cargo tariff.
2. What are the facilities offered by air cargo ways?
3. What is air cargo?
4. What is meant by life saving drug?
5. What is an airway bill?
6. How to mark packages in air cargo?
7. What is bill of entry?
8. Mention few perishables which need special attention in cargo.

9. What do you mean by cargo capacity?
10. Define cargo liability.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about air cargo freight rate.

Or

- (b) Write short notes on :

- (i) Specific commodity rate.
(ii) General cargo ratio

12. (a) Brief about the principles of air cargo.

Or

- (b) What are the procedures involved in acceptance of special cargo?

13. (a) Write about the format and contents of airway bill.

Or

- (b) Brief about the labeling of packages.

14. (a) What are the handling procedures of air cargo?

Or

- (b) What is meant by cargo warehousing? Explain.

15. (a) Explain the circuit ability for different cargo.

Or

- (b) Brief about the export documentation.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Detail on the concepts and few common terms in cargo handling.

Or

- (b) Write short notes on:
(i) Familization of cargo tariff
(ii) Weight rating.

17. (a) Explain on the cargo loading procedures.

Or

- (b) Explain the format contents and completion of airway bill.

18. (a) Explain about the government regulations and formalities.

Or

- (b) Detail on the cargo liability procedures.