



PSD Shastri Educational Foundation's
Wingsss Aviation & Hospitality

A Knowledge Partner of Tilak Maharashtra Vidyapeeth
Approved by Aerospace & Aviation Sector Skill Council (AASSC)
• Shastri Campus, S. No. 85, NDA Road, Shivane, Pune 411023.
• 020 25291461, +91 9822598836 • info.wingsss@sgipune.in
• www.wingsss.com

PROGRAM OUTCOME

The program outcomes for a B.Sc. in Aviation, Hospitality, and Travel Tourism typically focus on equipping students with industry-relevant skills, knowledge, and competencies upon completion of the program. Here's a detailed outline of expected outcomes:

PO 1. Aviation Industry Expertise

- Understanding aviation operations, airport management, safety protocols, and regulatory frameworks.
- Knowledge of airline business models, ticketing, and cargo management.

PO 2. Hospitality Management Expertise

- Proficiency in customer service, front office operations, food and beverage management, and event planning.
- Ability to handle multicultural interactions and maintain service excellence in hospitality sectors.

PO 3. Travel and Tourism Competence

- Knowledge of global tourism trends, travel geography, and itinerary planning.
- Skills in handling tour operations, travel documentation, and sustainable tourism practices.

PO 4. Soft Skills and Professionalism

- Development of communication, teamwork, problem-solving, and leadership skills.
- Adaptability to dynamic industry demands and focus on guest satisfaction.

PO 5. Technical and Operational Skills

- Hands-on experience with GDS (Global Distribution Systems) like Amadeus or Galileo for reservations.
- Familiarity with industry-standard tools for travel management, hospitality and aviation operations.
- Abilities required to ensure day-to-day processes in a business or technical environment run smoothly, safe and efficiently.

PO 6. Ethical, Environment and Sustainable Practices

- Understanding ethical business practices and promoting sustainability in aviation, hospitality, and tourism sectors.

PO 7. The Hospitality Professional and Society

- Understand the impact of hospitality solutions in societal contexts, ensuring professional, ethical, and responsible behavior towards guests, colleagues, and the community.



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PO 8. Management Skills

- Demonstrate knowledge and understanding of management principles and apply them to one's work as a team member and leader and function effectively as an individual, member, or leader in diverse teams and multidisciplinary settings.

PO 9. Lifelong Learning & Self Improvement

- Recognize the need for and have the ability to engage in independent and lifelong learning in the broadest context of technological and social change.

PO 10. Career Preparedness

- Capability to pursue diverse roles such as aviation manager, travel consultant, Cabin crew, hospitality executive, or tourism entrepreneur.
- Preparedness for global career opportunities through internships, industry projects, and certifications.


IQAC Coordinator

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SPECIFIC COURSE OUTCOMES MAP TO PROGRAMME OUTCOMES:

PO 1: Aviation Industry Expertise:

761-101: Fundamentals to Aviation

761-102: Introduction to Airport & Functions of Airlines

761-201: Introduction to Air Cargo Management

761-301: Aviation Safety, Security & Airport Emergencies

761-305: Inflight Services

761-501: Airport Ground Staff Operations I

761-505: Civil Aviation Requirements

761-601: Airport Ground Staff Operations II

761-604: Cabin Crew Management

PO 2: Hospitality Management Expertise:

761-102: Food & Beverage Service – I

761-105: Introduction to Cooking Ingredients

761-202: Food & Beverage Service – II

761-205: Food Safety & HACCP

761-302: Food & Beverage Service – III

761-502: Food & Beverage Service – IV

761-602: Food & Beverage Service – V

PO 3: Travel and Tourism Competence:

761-204: Travel Tourism I

761-304: Travel Tourism II

761-504: Travel Tourism III

PO 4: Soft Skills and Professionalism:

761-106: Customer Relationship Management

761-109: English

761-207: Advanced English

761-307: Basic Communication Skills – French

761-507: Business Communication

PO 5: Technical and Operational Skills:

VA – Value Added courses online (TCs ION, Skill India)

VA- Value Added courses online – Galileo /Amadeus

VA- Value Added course – Certificate -Fire Fighting

VA- Value Added course- Certificate – First Aid

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PO 6: Ethical, Environment and Sustainable Practices:

IKS 24: IKS Generic

761-308: Environmental Studies

761-506: Digital Marketing

761-605: Major Specific IKS

PO 7: The Hospitality Professional and Society:

761-208: Soft Skills Enhancement (Practical) (Personality Development)

761-508: Development of generic skills

761-606: Professional Values & Ethics

PO 8: Management Skills:

761-206: Entrepreneurship Development / Principles of Management

761-306: Marketing Management / Total Quality Management

761-607: Human Resource Management

PO 9: Lifelong Learning & Self Improvement:

761-107: First Aid & Emergency Care (Offline)

761-108: Grooming & Deportment.

761-508: Development of generic skills

761-509: Swimming Training

761-608: Yoga

VA- Value Added – Emotional Well being

PO 10: Career Preparedness:

761-401: Industrial Training (24 Weeks - Full time) Industry /Sector among any one from:
Hospitality /Travel & Tourism /Airport.

VA- Value Added – Interview Skills

VA- Value Added – Resume Building


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Specific Courses Map to the Programme Objectives

1ST semester

Sr. No.	Subject Code	Subjects	Course Outcome	Programme Outcomes
1	761101	Fundamentals of Aviation	1. Explore the historical milestones and key figures in the development of aviation. 2. Analyze the evolution of Aviation Industry and its growth. 3. World Aviation Bodies and their functions.	PO 1, PO6, PO10
2	761102	Introduction to Airport and Functions of Airlines	1. Understand Introduction to Airport & Functions of Airlines. 2. To know functional and managerial activities at the airport. 3. Make them learn the aviation sector organization and functional structure in detail.	PO1, PO3, PO6, PO 8, PO9, PO10.
3	761103	Food & Beverage Service -I (Theory)	1. The course would explore the scope and F&B service operation. 2. It would enhance the knowledge of the essential attributes and elementary skills required in Food & Beverage service. 3. To learn principles behind various types of services practiced in Food & Beverage service. 4. Students would be able to understand the various equipment's used and its purpose. 5. Students would understand the various departments of Food & Beverage Service of Hotel and its operations.	PO2, PO5, PO9, PO10
4	761104	Front Office -I	1. Gain understanding of the Hospitality Industry. 2. Categorize hotels based on factors such as size, location and clientele, length of stay, available facilities, and ownership.	PO2, PO5, PO9, PO10
5	761105	Introduction to Cooking Ingredients	1. To understand the importance of cooking ingredients in food production department. 2. To have basic knowledge of varieties of products used in food production department. 3. To understand the process of making of various food products.	PO1, PO2, PO9, PO10
6	761106	Customer Relationship Management	1. To familiarize with the concept of Customer. 2. To familiarize with the concept of Customer Care. 3. To familiarize with the concept of Customer Relationship Management. 4. To understand the significance of CRM in Aviation, Hospitality & Travel Tourism.	PO1, PO2, PO3, PO4, PO6, PO9, PO10
7	761107	FIRST AID	1. The students should have understood and are able to demonstrate skills in rendering first aid in case of emergencies. 2. Understanding Basic First Aid Principles. 3. Emergency Response Skills. 4. Injury and Illness Management. 5. Scenario-Based Training.	PO1, PO2, PO3, PO9, PO10
8	761108	Grooming & Deportment	1. Professional Grooming Standards. 2. Personal Hygiene and Health. 3. Appropriate Attire and Uniform Standards. 4. Personal Grooming Techniques. 5. Body Language and Posture. 6. Career Advancement and Personal Branding.	PO1, PO2, PO3, PO10
9	761109	English	1. Formulate grammatically correct sentences. 2. Comprehend the concept of phonetics. 3. Summarize the comprehension passages. 4. Compose paragraph & dialogue for different situations.	PO1, PO2, PO3, PO4, PO10

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Specific Courses Map to the Programme Objectives

2 ND semester				
Sr. No.	Subject Code	Subjects	Course Outcome	Programme Outcomes
1	761201	Introduction to Air Cargo Management	1. Understand the basic concept of Air Cargo.	PO1, PO5, PO6, PO8, PO9, PO10
			2. Understand the functions and operations of Air Cargo.	
			3. Understand the process of documentation and Special Cargo Handling.	
			4. Be able to solve conflicts between the freight and goods.	
			5. Have knowledge about the dangerous goods and handling Cash on Delivery Shipments in Air Cargo	
2	761202	Food & Beverage Service- II	1. To understand the type of meals served in a day.	PO2, PO4, PO5, PO8, PO9, PO10.
			2. To know the French Classical menu	
			3. To understand the non-alcoholic beverages and service.	
			4. To understand the service and set up of different menus.	
			5. To know the different billing methods and control measures used at hotels.	
3	761203	Front Office -II	1. Be able to take reservation of the guest for various purpose.	PO3, PO4, PO5, PO8, PO9, PO10
			2. Be able to maintain records required by the front office department.	
			3. Be able to understand guest arrival and departure activities at front desk.	
			4. Be able to understand the various guest requests and procedure to handle them during guest stay in hotel.	
			5. able to handle emergency situation in the hotel.	
4	761204	Travel and Tourism I	1. Understand Tourism Concept.	PO3, PO4, PO5, PO6, PO7, PO10
			2. Develop knowledge and interest in Tourism sector	
			3. Understand types of Tourisms	
			1. Learn about the various types of pathogens (bacteria, viruses, and parasites) that can cause foodborne illness and the risks they pose to consume, understand the causes and prevention measures related to foodborne illness, focusing on hygiene, sanitation, and temperature control. Learn proper food hygiene and safety and conditions that lead to food spoilage and to prevent contamination.	

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5	761205	Food Safety & HACCP	2. Understand the seven principles of HACCP, including hazard analysis, critical control points (CCPs), critical limits, monitoring, corrective actions, record-keeping, and verification. 3. Gain skills in identifying biological, chemical, and physical hazards in the food production process. 4. Knowledge of national food safety regulations such as the AGMARK, FSSAI, BIS, ISI. 5. Gain the skills to continuously review and reassess food safety protocols, ensuring ongoing compliance with safety standards and responding to emerging risks or regulatory changes.	PO2, PO6, PO7, PO9, PO10
6	761206	Principles of Management	1. Know the concept of business management 2. Understand the evolution of management and its theories. 3. Learn the process of planning, forecasting, decision making and organizing. 4. Know the concept of business management.	PO1, PO2, PO3, PO4, PO6, PO9, PO10
7	761206	Entrepreneurship Development	1. Understand the importance of Entrepreneurship and Entrepreneurial Development. 2. Develop an attitude to be competitively ahead in the dynamic market situation. 3. Understand the technical, operational and financial feasibility required for setting up an entrepreneurial project. 4. Understand importance of Entrepreneurs in India & Abroad in Economy 5. Understand modern trends in Entrepreneurship.	PO1, PO2, PO3, PO4, PO6, PO9, PO10
8	761207	Advanced English	1. Formulate grammatically correct sentences. 2. Use Active & Passive voice correctly 3. Use and apply Direct & Indirect speech 4. Learn & Apply Professional skills in formal letter writing, report writing & application writing.	PO1, PO2, PO3, PO10
9	761208	Personality Development	1. Enhance Self-Awareness 2. Boosted Confidence and Self-Esteem 3. Enhanced Emotional Intelligence 4. Time Management and Organization 5. Critical Thinking and Decision-Making.	PO1, PO2, PO3, PO4, PO10
			1. Students will gain a general understanding of what constitutes Indian Knowledge Systems, its history, and its various facets	

10	IKS 24	IKS GENERIC	2.Students will develop a deeper appreciation for Indian culture, traditions, and indigenous knowledge systems. 3.The course will highlight the relevance of IKS in addressing contemporary social issues and promoting sustainable development. 4.The course aims to instill a sense of social responsibility and moral values in students, encouraging them to become dynamic citizens. 5.The course will highlight the relevance of IKS in addressing contemporary social issues and promoting sustainable development.	PO4, PO6, PO9
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Specific Courses Map to the Programme Objectives

3rd semester

Sr. No.	Subject Code	Subjects	Course Outcome	Programme Outcomes
1	761301	Aviation Safety, Security & Airport Emergencies	- Understand the principles, policies, and international regulations governing aviation safety and security. - Identify and evaluate various safety management systems (SMS) and risk assessment practices used in the aviation industry. - Demonstrate knowledge of airport and aircraft security measures, including passenger screening, baggage handling, and access control. - Analyze different types of airport emergencies (e.g., fire, hijack, bomb threats, and aircraft accidents) and describe the standard emergency response procedures. - Collaborate effectively in planning, simulating, and responding to airport emergency scenarios, enhancing crisis management and communication skills.	PO1, PO5, PO6, PO7, PO8, PO9, PO10
2	761302	Food & Beverage Service- III	- To gain the information about classification of Alcoholic beverages. - Students should be able to understand manufacturing process and service procedure of Wine, Champagne, Aperitif and Beer. - Students will be able to identify and read wine labels. - Gain knowledge on Cocktails & Mocktails. - Gain knowledge on the spirits and service.	PO2, PO4, PO5, PO7, PO8, PO9, PO10.
3	761303	Front Office -III	- Demonstrate Proficiency in Front Office Accounting Systems. - Apply Credit Control and Revenue Protection Practices. - Use Statistical Tools for Operational Analysis. - Handle Situational Challenges Effectively. - Manage Guest Relations with Professionalism.	PO3, PO4, PO5, PO8, PO9, PO10

4	761304	Travel and Tourism II	1. Understand International Tourist Zones. 2. Understand Geography in Travel Planning. 3. Evaluate Impact of Tourism.	PO3, PO4, PO5, PO6, PO7, PO10
5	761305	Inflight Services	1. Understand the scope and importance of inflight services in passenger experience. 2. Demonstrate essential inflight procedures and service protocols. 3. Learn emergency handling and safety responsibilities of cabin crew. 4. Gain hands-on knowledge of grooming, service etiquette, and communication skills relevant to cabin crew roles.	PO1, PO4, PO5, PO6, PO7, PO8, PO9, PO10
6	761306	Marketing Management	1. Understand the basic fundamentals of marketing management. 2. Learn about the Marketing Mix. 3. Learn the analysis of current business environment. 4. Able to understand how to segment, target and position a product / service.	PO1, PO2, PO3, PO4, PO6, PO8, PO10
7	761307	Total Quality Management	1. Students will be able to define TQM and understand its core principles, including customer focus, continuous improvement, and employee involvement. 2. Students will be able to understand its implementation in the Hospitality industry. 3. Students will understand the different costs associated with quality, including prevention, appraisal, internal failure, and external failure costs. 4. Students will be able to explain the requirements and benefits of implementing a quality management system like ISO 9001 and Six Sigma.	PO1, PO2, PO3, PO4, PO5, PO8, PO10
8	761306	Physics	1. Understand physical quantities, motion, Newton's laws, energy, and momentum conservation. 2. Explore elasticity, fluid dynamics, heat, laws of thermodynamics, and thermal properties of matter. 3. Analyze simple harmonic motion, wave propagation, resonance, and sound phenomena. Study electric fields, circuits, electromagnetism, reflection, refraction, interference, and diffraction. 4. Learn about atomic models, nuclear reactions, semiconductors, digital electronics, and basic communication systems.	PO1, PO10
			1. Understand the importance of French in Aviation, Hospitality & Travel Tourism industry.	

9	761307	Basic Communication Skills ~ French	2. Acquire the correct pronunciation of French terminology. 3. Have basic communication in French.	PO1, PO2, PO3, PO4, PO10
10	761308	Environmental Studies	1. Gain the information about environment, natural resources and ecosystem. 2. Learn various types of pollution in environment, effects of pollution and control measures for the same. 3. Understand value of biodiversity, threats to the same and conservation of environment for sustainability.	PO6, PO9

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Specific Courses Map to the Programme Objectives

4th semester

Sr. No.	Subject Code	Subjects	Course Outcome	Programme Outcomes
1	761401	Industrial Training	Career Opportunities: Industrial training opens doors to various career paths in the	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10
2	761401	Report Writing and Presentation Skills	Trainees learn to document their experiences and present their learning through reports and presentations.	PO1, PO2, PO3, PO4, PO8, PO10.
		Specific Sector: Course Outcome	Travel & Tourism:- 1. Students gain a comprehensive understanding of the travel and tourism industry, including its components, elements, and different sectors. 2. They develop essential skills in areas like customer service, communication (both verbal and written), and interpersonal skills, crucial for interacting with clients and colleagues. 3. Students learn to plan and manage tours, including itinerary creation, travel documentation (passports, visas), ticketing, and handling reservations. 4. They acquire knowledge about various tourist destinations, attractions, and facilities, enabling them to provide informed advice and recommendations. 5. The students develop professional skills such as time management, teamwork, and problem-solving.	PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10
		Specific Sector: Course Outcome	Hospitality:- 1. It allows the students to explore various departments of the hotel. 2. It allows students to get familiar with the equipment used in the operational areas. 3. Students would be able to understand the hierarchy in each department. 4. Students would be aware of the hotel operations at the macro level. 5. Students would get an insight into the new trends followed in the Hospitality Industry. 6. Students get hands on experience for the operations of the department trained.	PO2, PO4, PO5, PO6, PO7, PO8, PO9, PO10
		Specific Sector: Course Outcome	Aviation:- 1. Students develop essential skills like communication, teamwork, problem-solving, and decision-making, which are crucial for effective performance in the aviation industry. 2. Students gain knowledge and practical skills required for their roles. 3. Students apply theoretical knowledge to real-world & gain hands-on experience in the areas. 4. Students learn check-in procedures, boarding processes, and managing passenger flow efficiently.	PO1, PO4, PO5, PO6, PO7, PO8, PO9, PO10

			5. Understanding the various departments and their functions, including airside and landside operations.	
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