



**EUROPEAN UNIVERSITY OF LEFKE**

**DEPARTMENT OF CIVIL AVIATION  
AND CABIN SERVICES**

**PROGRAMME HANDBOOK**

**2026**

## **PROGRAM INFORMATION**

### **Program Name and Degree Awarded**

Civil Aviation and Cabin Services

### **Duration of Studies**

2 Years- 4 Semesters

### **Total Credits / ECTS**

72/118

### **Language of Instruction**

English

### **Mission and Vision**

#### **Mission**

The 2-Year Civil Aviation and Cabin Services Program aspires to be a nationally recognized center of excellence in aviation education, dedicated to cultivating highly competent, safety-conscious, and service-oriented professionals equipped to meet the dynamic demands of the global aviation industry. Grounded in international standards and industry best practices, the program aims to bridge theoretical knowledge with hands-on training in aviation operations, in-flight service, safety protocols, and intercultural communication.

Our vision is to empower graduates with the critical skills, ethical foundations, and adaptive capabilities necessary to excel in diverse roles within airline and airport environments. Through a curriculum informed by current industry trends and stakeholder collaboration, we seek to contribute to the advancement of civil aviation and uphold the highest levels of service quality, safety, and professionalism.

#### **Vision**

The vision for civil aviation and cabin services is to build a safe, sustainable, and technologically advanced air transport system that enhances global connectivity and passenger experience. Civil aviation aims to support economic growth while reducing environmental impact, integrating innovation across operations and services.

Cabin services will focus on delivering high-quality, culturally sensitive, and customer-centered experiences, combining human touch with digital advancements. Through ongoing training, safety protocols, and service excellence, the sector seeks to create a more efficient, inclusive, and resilient future for global air travel.

## **Program Objectives**

### **1. Develop Core Aviation Competencies**

To provide students with a comprehensive understanding of civil aviation systems, regulatory frameworks, airline operations, and safety protocols, in alignment with international standards.

### **2. Enhance Cabin Service Proficiency**

To train students in the principles and practices of exceptional cabin service, including in-flight safety, customer service excellence, cultural sensitivity, and emergency response.

### **3. Promote Safety and Security Awareness**

To instill a strong commitment to safety, security, and risk management in all aspects of aviation and cabin operations, adhering to global aviation safety standards.

### **4. Foster Communication and Interpersonal Skills**

To develop effective communication, teamwork, and conflict resolution skills essential for delivering high-quality service in diverse and dynamic environments.

### **5. Integrate Technological and Operational Knowledge**

To introduce students to emerging technologies and digital systems used in modern aviation and cabin service operations, enhancing operational efficiency and passenger satisfaction.

### **6. Encourage Ethical and Professional Conduct**

To promote ethical decision-making, responsibility, and professional behavior consistent with the expectations of the international aviation industry.

### **7. Support Lifelong Learning and Career Development**

To prepare graduates for continuous personal and professional development, enabling them to adapt to the evolving demands of the aviation sector.

## **Program Learning Outcomes**

### **1. Demonstrate Knowledge of Civil Aviation Systems**

Articulate the structure, functions, and regulatory frameworks of global and domestic civil aviation systems, including compliance with ICAO and IATA standards.

### **2. Apply Aviation Safety and Security Protocols**

Implement industry-standard safety, security, and emergency procedures to ensure the protection of passengers, crew, and aircraft.

### **3. Deliver High-Quality Cabin Services**

Provide professional, culturally sensitive, and customer-oriented in-flight services that enhance passenger satisfaction and brand loyalty.

### **4. Communicate Effectively in Multicultural Settings**

Exhibit proficient verbal and non-verbal communication skills necessary for effective interaction with passengers, crew, and stakeholders from diverse cultural backgrounds.

### **5. Utilize Technological Tools and Systems**

Operate relevant aviation and service technologies, including digital booking systems, cabin management software, and safety equipment, to improve operational efficiency.

## 6. Demonstrate Professionalism and Ethical Conduct

Exhibit responsibility, integrity, and ethical behavior in adherence to aviation industry norms and professional standards.

## 7. Work Collaboratively in Team Environments

Function effectively as a team member in dynamic and high-pressure environments, demonstrating adaptability, leadership, and problem-solving skills.

## 8. Engage in Lifelong Learning and Industry Development

Recognize the importance of continuous learning and stay informed about current trends, innovations, and regulatory changes in the aviation and airline service sectors.

## Curriculum

### 1. First Year Fall

<b>COURSE CODE</b>	<b>COURSE NAME</b>	<b>(T-A-L)K</b>	<b>ECTS</b>	<b>TYPE</b>
UFLE01	FOREIGN LANGUAGE I	(3-0-0)3	3	ELECTIVE
UTEC01	UNIVERSITY ELECTIVE I	(3-0-0)3	5	ELECTIVE
CACS101	PRINCIPLES OF CIVIL AVIATION	(3-0-0)3	6	MANDATORY
CACS109	FOOD SANITATION AND SAFETY	(3-0-0)3	5	MANDATORY
COMN104	PSYCHOLOGY	(3-0-0)3	5	MANDATORY
CACS103	INTRODUCTION TO PUBLIC RELATIONS AND ADVERTISING	(3-0-0)3	6	MANDATORY

### 2. First Year Spring

<b>COURSE CODE</b>	<b>COURSE NAME</b>	<b>(T-A-L)K</b>	<b>ECTS</b>	<b>TYPE</b>
CACS102	GROUND HANDLING SERVICES	(3-0-0)3	5	MANDATORY
COMN120	PRINCIPLES OF LAW	(2-0-0)2	6	MANDATORY
UFLE02	FOREIGN LANGUAGE II	(3-0-0)3	3	ELECTIVE
COMN115	SOCIOLOGY	(3-0-0)3	5	MANDATORY
UFRC01	UNIVERSITY ELECTIVE I	(3-0-0)3	4	ELECTIVE
CACS130	FIRST AID	(3-0-0)3	5	MANDATORY
UHTC02	TURKISH	(2-0-0)2	2	ELECTIVE

### 3. Second Year Fall

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FLEL02	FOREIGN LANGUAGE ELECTIVE II	(3-0-0)3	6	ELECTIVE
COMN204	ETHICS IN PROFESSION	(3-0-0)3	5	MANDATORY
CACS210	FOOD AND BEVERAGE MANAGEMENT	(3-0-0)3	6	MANDATORY
CACS204	HUMAN RESOURCES MANAGEMENT	(3-0-0)3	6	MANDATORY
UHTC01	HISTORY	(2-0-0)2	2	ELECTIVE
CAEL01	TECHNICAL ELECTIVE I	(3-0-0)3	5	ELECTIVE

### 4. Second Year Spring

COURSE CODE	COURSE NAME	(T-A-L)K	ECTS	TYPE
FLEL01	FOREIGN LANGUAGE ELECTIVE I	(3-0-0)3	6	ELECTIVE
CACS205	FOOD AND BEVERAGE SERVICE	(3-0-0)3	4	MANDATORY
CACS209	TOURISM GEOGRAPHY	(3-0-0)3	6	MANDATORY
CACS201	AVIATION RULES AND PROCEDURES	(3-0-0)3	5	MANDATORY
OSHE201	OCCUPATIONAL SAFETY AND HEALTH	(3-0-0)3	5	MANDATORY
UFRC02	UNIVERSITY ELECTIVE II	(3-0-0)3	4	ELECTIVE

### Career Opportunities

Graduates of the Civil Aviation and Cabin Services program are equipped for a wide range of careers within the aviation and airline industry. The program prepares students for roles that require strong safety knowledge, service excellence, and operational competence. Potential career paths include:

- **Cabin Crew / Flight Attendant** – Ensuring in-flight safety and delivering customer service.
- **Ground Services Agent** – Handling check-in, boarding, and passenger assistance.
- **Airport Operations Officer** – Managing day-to-day airport activities and logistics.
- **Airline Customer Service Representative** – Supporting passengers across all travel stages.
- **Cabin Services Supervisor** – Leading cabin crew and overseeing in-flight operations.
- **In-Flight Services Trainer** – Educating crew in safety, service, and communication.
- **Crew Scheduling Coordinator** – Planning flight crew rosters and ensuring compliance.
- **Corporate Jet Attendant** – Providing premium service on private or chartered flights.

**Contact Information**

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EUROPEAN UNIVERSITY OF LEFKE- "Vocational School"

"Civil Aviation & Cabin Services"

SYLLABUS

2025-2026 Fall Semester

Course Code	Course Title	Course Type	Weekly Course Hours			Credits	ECTS	Weekly Time Schedule
			T	A	L			
CACS101	Principles of Aviation	Compulsory	3	0	0	3		Thursday 10:00-13:00 AS111
Prerequisite	Prerequisite to							
Course Lecturer	Dr. Gülsün SERTKAYA					Office Hours Schedule		
E-mail	gsertkaya@eul.edu.tr					Office / Room No		
Phone						Phone		
Teaching Assistant						Office / Room No		
E-mail								

**Catalogue Descriptions**  
 Definition of Aircraft. Lighter-than-air Aircraft. Heavier-than-air Aircraft. Flight Principle of Heavier-than-air Aircraft. Brief History of Aviation. Civil Aviation Activities. Economic Benefits of Aviation. Aviation Personnel and Training. Airline Operation Terms. Classification of Airline Operations. Management Organization of Airline Operations. Income and Expenses of Airline Operations. Airport Identifier Codes. Airport Elements. Visual Aids for Navigation. Airport Ground Handling.

**Objectives**  
 This course introduces students to the fundamental concepts, history, and structure of the civil aviation industry. It aims to provide an understanding of how global air transport operates safely and efficiently under international standards and regulations.

**Learning Outcomes**  
 1) Understand the history and development of civil aviation.  
 2) Identify key international and national aviation organizations (ICAO, IATA, FAA, EASA).  
 3) Explain aviation terminology and operational concepts.  
 4) Describe safety, security, and environmental management in aviation.  
 5) Recognize different career paths and sectors within the industry.

**Programme Outcome Relations**

PO1: 5 PO2: 4 PO3: 4 PO4: 5 PO5: 3	(1) Strongly disagree; (2) Disagree; (3) Neither agree nor disagree; (4) Agree; (5) Strongly agree.
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**Textbooks and/or References**

1	
2	
3	

WEEK	Date	TOPICS	Reference No - Section
Week 1	22-26/09/25	Course Introduction & Basic Concepts	
Week 2	29/09-03/10/25	History of aviation	
Week 3	06-10/10/25	International Aviation Organizations	
Week 4	13-17/10/25	Aviation legislation and framework	
Week 5	20-24/10/25	Aircraft Types and Principles	
Week 6	27-31/10/25	Airport and Airspace Structure	
Week 7	03-07/11/25	AIR TRANSPORT AND AIRLINE OPERATIONS	
Week 8	08-16/11/25	Midterms	
Week 9	17-21/11/25	NAVIGATION AND COMMUNICATION Systems	
Week 10	24-28/11/25	Safety and Security in Aviation	
Week 11	01-05/12/25	Human Factors IN AVIATION	
Week 12	08-12/12/25	AccIDENT AND INCIDENT INVESTIGATION	
Week 13	15-19/12/25	Future of Aviation	
Week 14	22-26/12/25	Review and Student Presentations	
Week 15	29-31/12-25	Review and Student Presentations	
Week 15-16	03-11/01/26	Finals	

Evaluation Tool	Quantity	Date	Weight in Total (%)	Weight In Semester Evaluation (%)
Semester Evaluation			60	
Midterm(s)	1	08-16/11/25	30	50,0
Quiz(zes)				
Project(s)	1	25-29/12/25	30	50,0
Homework				
Laboratory works				
Attendance				

\*\*\* Lifelong Learning Programme (LLP) \*\*\* Language of instruction: English

Evaluation Tool	Quantity	Student Workload Hours	Evaluation Tool	Quantity	Student Workload Hours
Theoretical lecturing hours (TLH)	14	42	Homework		
TLH self study	14	42	Project	1	15
00			Presentation	1	5
Q preparation self study			Seminar		
Laboratory (L)			Tutorial		
L preparation work					
Midterm exam (ME)	1	1	Final exam (FE)	1	1
ME preparation self study	1	1	FE preparation self study		10
			<b>TOTAL:</b>		<b>124</b>

Recommended ECTS Credit (Total Hours / 30): 4,13