

## BRIEF ABOUT THE CCTTA PROGRAMME

Kamala Nehru College which offers skill-oriented Certificate Courses to their students to achieve vocational qualifications besides their Under Graduate degree courses KNC desires to offer the Certificate Course in **Certificate Course in Tourism and Travel Automation (CCTTA)** for a duration of 6 months under UGC scheme of 'National Skills Qualifications Framework' (NSQF) to their students for 30 credits after 10+2. In Nov 2020 Bird Academy agrees to be the knowledge /industry partner to offer Certificate Course of 6 months in **Certificate Course in Tourism and Travel Automation (CCTTA)** to the students of KNC . Both the parties are bounded by the guidelines of NSQF guidelines of UGC.

In consideration of the mutual agreement Bird Academy designed, develop and conducted the **CCTTA** Certificate Course. Training covering a duration of 270 hours inclusive of online classroom and expert interaction, assignments and certification test. However the pandemic restricted the field visits, but virtual exposure were given to the students and hands on experience given for learning reservations. Interaction with the experts from Travel and aviation industry were conducted, also were given opportunity to attend the aviation/travel webinars to enlighten the industry knowledge.

Duration of 270 hours inclusive of classroom and Practical exposure (field visits, industrial visits, workshops, expert interaction, and assignments) and certification test.

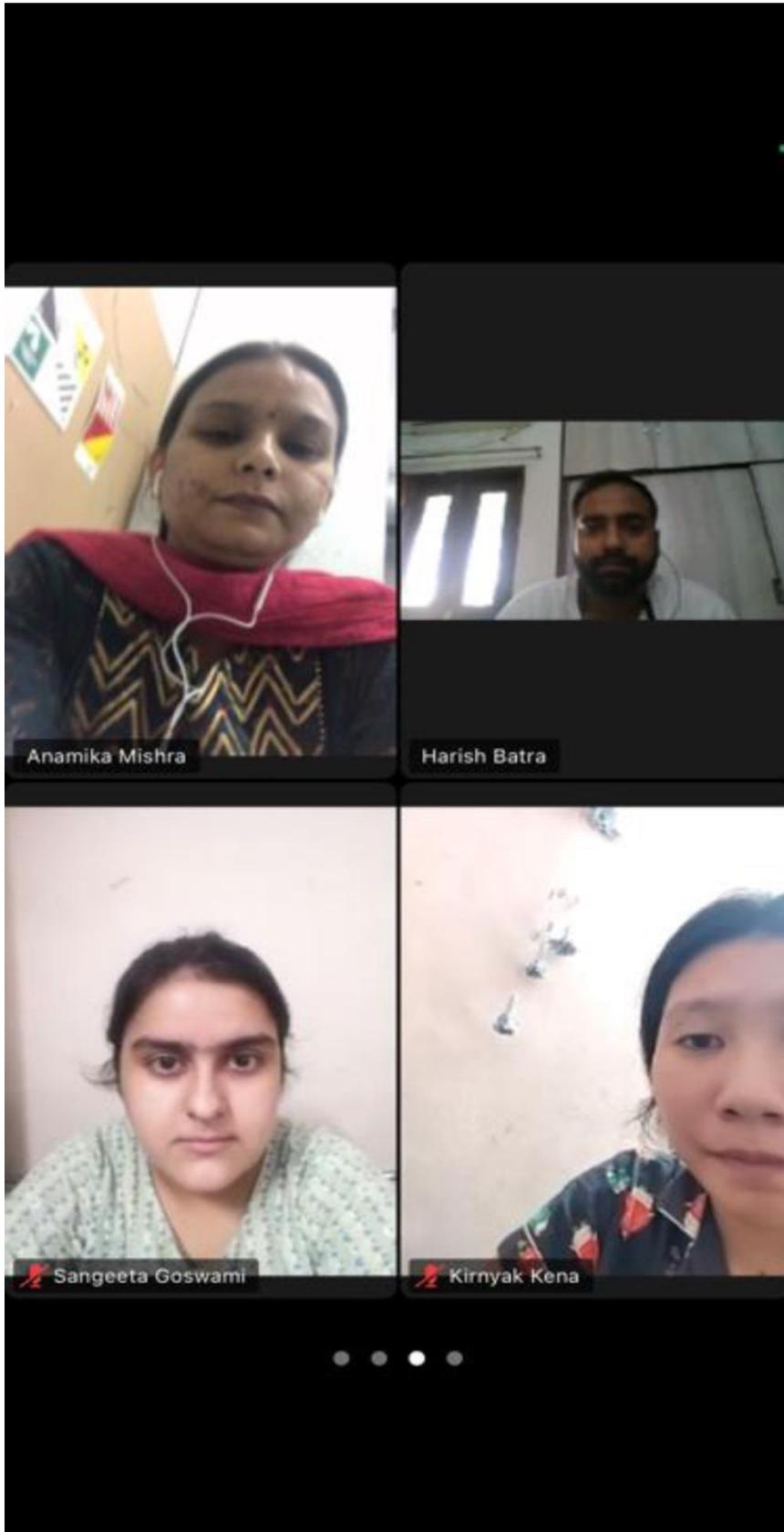
- |    |   |                           |
|----|---|---------------------------|
| a) | Tour operations & Itinerary planning      | : 90 hrs(including test)  |
| b) | Airfares and Ticketing                    | : 100hrs (including test) |
| c) | Computerized Reservation System (Amadeus) | : 50hrs (including test)  |
| d) | Soft skill                                | : 30hrs                   |

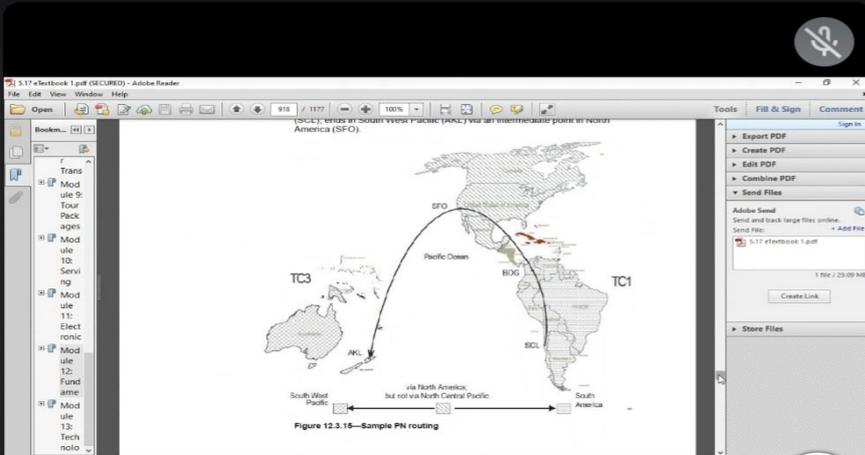
**The first batch sessions started during the second Covid lockdown through online. There were 6 students who registered for the programme.**

The first batch will be culminating on 25<sup>th</sup> October.

Please find the glimpses of the training in the following pages:

## AIR FARES & TICKETING





Manager is presenting



Manager



Harish



You

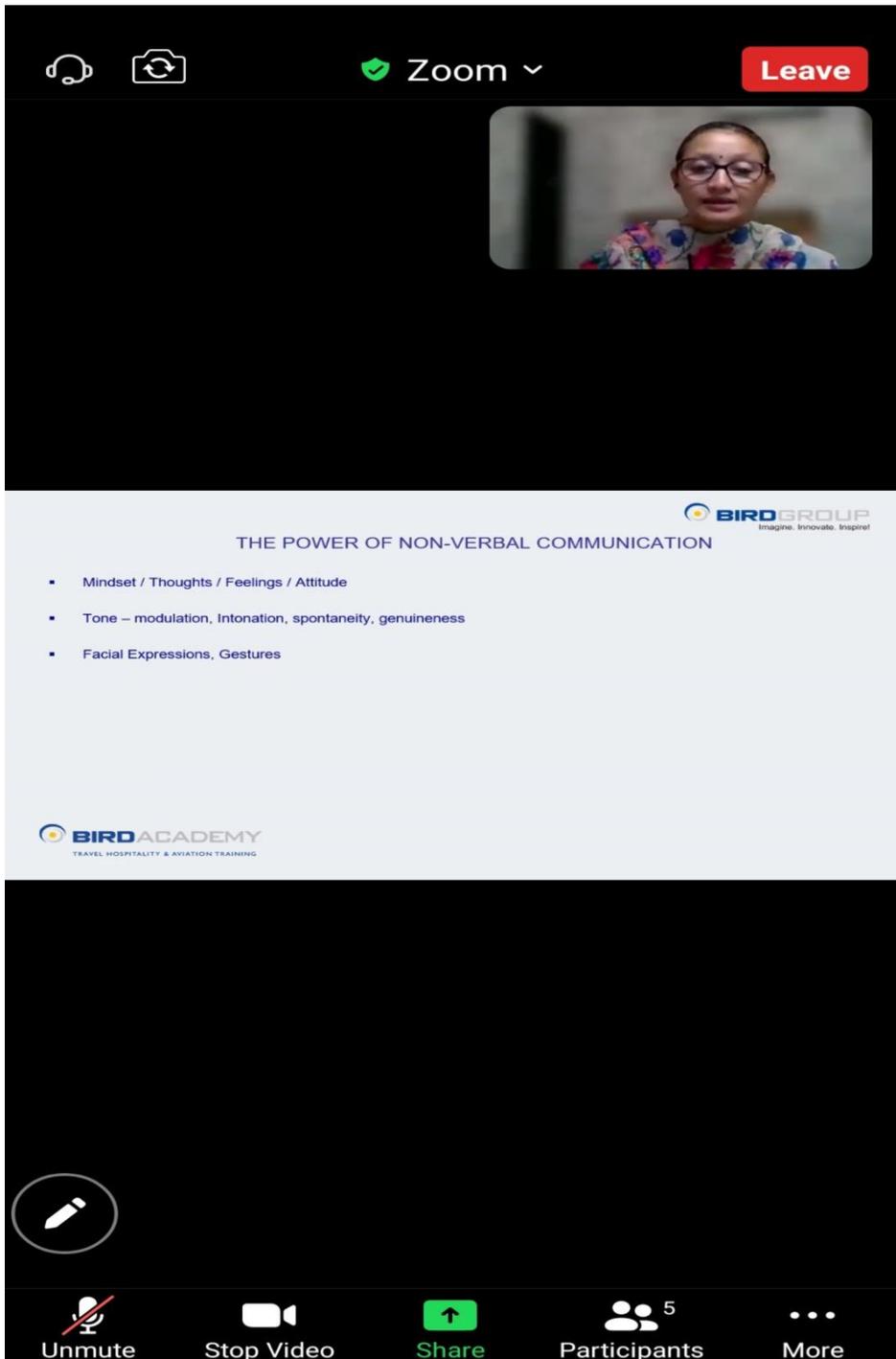


Dyuti

1 other



# CUSTOMER SERVICE SKILLS AND PERSONALITY DEVELOPMENT



The image shows a Zoom meeting interface. At the top, there are icons for chat, gallery view, and a 'Zoom' logo with a dropdown arrow. A red 'Leave' button is on the right. A video feed shows a woman with glasses and a floral shirt. Below the video is a slide with the following content:

**BIRD GROUP**  
Imagine. Innovate. Inspire!

### THE POWER OF NON-VERBAL COMMUNICATION

- Mindset / Thoughts / Feelings / Attitude
- Tone – modulation, Intonation, spontaneity, genuineness
- Facial Expressions, Gestures

**BIRD ACADEMY**  
TRAVEL HOSPITALITY & AVIATION TRAINING

At the bottom of the screen, there is a toolbar with icons for Unmute (muted), Stop Video, Share, Participants (5), and More.



Zoom

Leave



### LISTENING SKILLS



- Empathetic listening – paying attention to the speaker's total communication (verbal, non-verbal and body language).



 Unmute

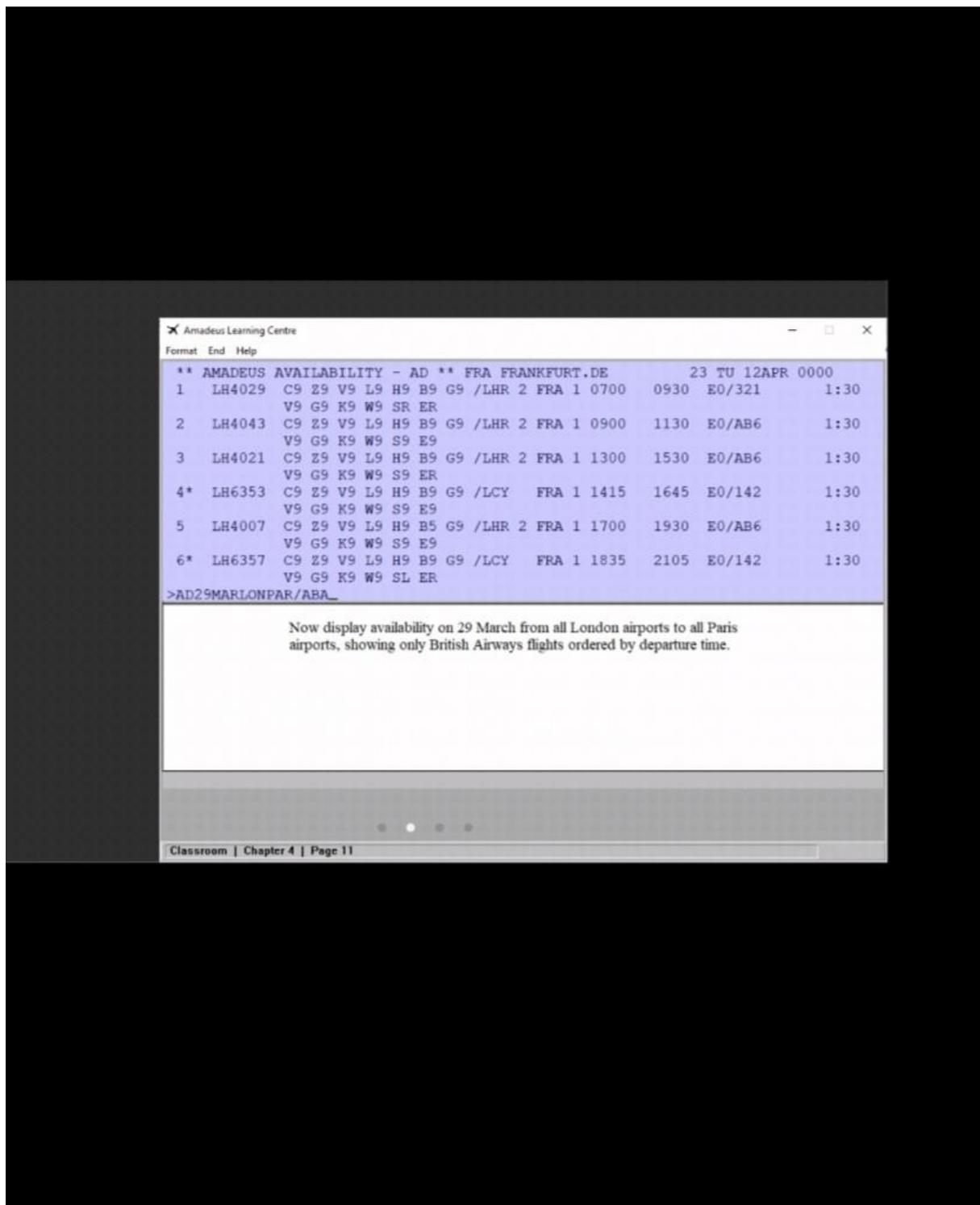
 Stop Video

 Share

 4 Participants

 More

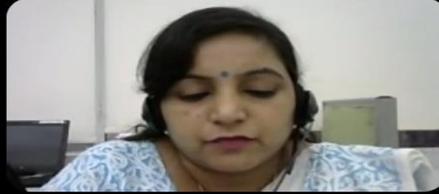
# COMPUTERISED RESERVATION SYSTEM





Zoom

Leave



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SELLING PLATFORM
Window Config Help
Local Scripts Scripts Tools Public smart keys Office smart keys My smart keys
ET ER RT IG IR TQT XI MD MU QT QD QN QI QU RL AP ARNK FXX HE/ RH TTP
MPAN
--- RLR ---
RP/DEL1A0900/DEL1A0900 AA/AS 27SEP21/1011Z PJRMWS
DEL1A0900/1111AA/27SEP21
1.GEORGE/GIA MISS (CHD/12JAN19) 2.GEORGE/HARRY MR
3.GEORGE/LARA MRS (INF/JULIET/18MAR21)
4 BA 142 Y 18DEC 6 DELLHR HK3 0320 0740 18DEC E BA/PJRMWS
5 BA 143 Y 29DEC 3 LHRDEL HK3 1115 0115 30DEC E BA/PJRMWS
6 AP DEL 91 11 373 0111 - AMADEUS INDIA PVT. LTD. - A
7 AP DEL 6749269265-H
8 TK TL30SEP/DEL1A0900
9 SSR CHLD BA HK1 12JAN19/P1
10 SSR INFT BA HK1 GEORGE/JULIET 18MAR21/S4/P3
11 SSR INFT BA HK1 GEORGE/JULIET 18MAR21/S5/P3
12 SSR CHML BA HK1/S4/P1
13 SSR CHML BA HK1/S5/P1
14 SSR VCML BA HK1/S4/P2
15 SSR VCML BA HK1/S5/P2
16 SSR DBML BA HK1/S4/P3
17 SSR DBML BA HK1/S5/P3
18 SSR BSCT BA HNL/S4/P3
19 SSR BSCT BA HNL/S5/P3
20 RM ARRANGE HOTEL FOR PAX AT AIRPORT AREA IN LON
*TRN*
)>WCH

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Unmute

Start Video

Share

Participants 6

More

TOUR OPERATIONS

← About this call

People

Information

ADD OTHERS

 Share joining information

IN CALL

-  Aanouksha Goswami (You)
-  Dyuti Goswami  
-  Harish Batra  
-  KARISHMA TOPNO  
-  KIRNYAK KENA  
-  Manager Training  
-  Manager Training (Present...)  

## × In-call messages

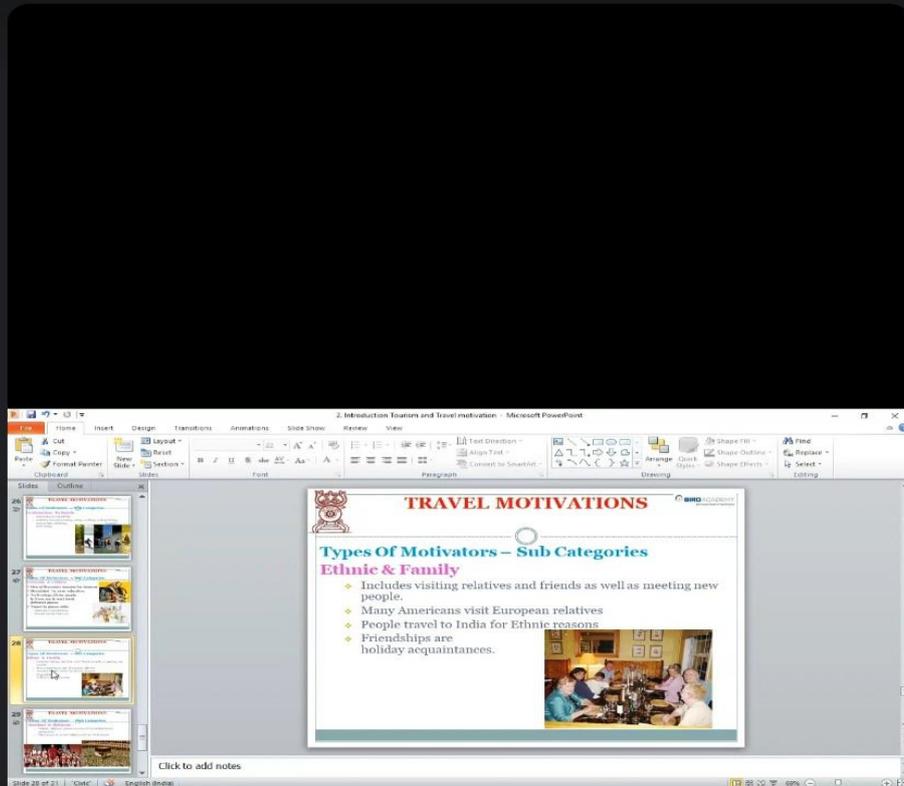
-  KIRNYAK KENA 3 min  
Bussiness
-  You 1 min  
Water based - scuba diving, jet sking
-  KIRNYAK KENA 1 min  
Bungee Jumping— land based
-  Dyuti Goswami Now  
Land,. = cycling tours, dirt biking, camel, horse, jeep safaris
-  Harish Batra Now  
Land Adventures: ATV, Jorbing, Rock Climbing, Cycling, Jeep Safari
-  KARISHMA TOPNO Now  
Land based - trekking , motor bike
-  Harish Batra Now  
Water Activities:
-  KIRNYAK KENA Now  
Snow Boarding,Zip Wires and High Ropes Courses.- land based
-  Dyuti Goswami Now  
Air= sky diving, hot air balloon, para gliding
-  KARISHMA TOPNO Now  
Water based - swimming, rafting, boating

Send message





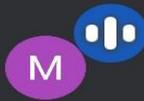
hrp-fnes-emj ▶



Manager Training



You



Manager



Harish



3 others

