



Certificate Programmes

Ticketing and Airfare
Construction

2018-19

Department of Tourism,
Hotel, Hospitality and
Heritage Studies

**Jamia Millia Islamia,
New Delhi**

This document outlines the details of the professional Certificate Programme proposed by Department of Tourism, Hotel, Hospitality and Heritage Studies of Jamia Millia Islamia. This document is an effort to outline the process for the convenience of aspirants. However, in case of a doubt/dispute the relevant Ordinances and Regulations of the University shall prevail.

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Government and the society has mandated that the graduates be equipped with skills that render them employable. Tourism is one sector of the economy that offers a promise of plenty in terms of employment opportunity. Should the service providers in this sector conduct in a professional manner the sector would attract more tourists and tourism. This in turn will help contribute to GDP of the country.

At Jamia Millia Islamia, the tourism and hospitality programmes and courses have been capturing the imagination of the students from different faculties. Based on their learning in these courses they have been able to seek meaningful employment. As the needs and expectations of the industry changes, it is desirable that the programmes and courses offered by Department of Tourism, Hotel, Hospitality and Heritage Studies are reengineered. A large number of students from other departments and those who have chosen to pursue undergraduate programmes through ODL opt to simultaneously pursue Certificate Programme in Tourism that the department has been offering since 2004. It is also estimated that NCR being an important seat of tourism business in the country, a large number of youth would like to pursue these short term programmes to gain skills that would render them employable. Since the industry now demands a different skill set it is proposed to offer following refurbished certificate programmes.

The Certificate Programmes

The certificate programmes are normally one semester course worth 16-18 credits. Alternatively, the courses can be offered as part-time programmes spread over two semesters with each semester worth 8-10 credits. Each Certificate Programme will comprise of 4 courses of 4 credits each and one programme end comprehensive Viva Voce worth 2 credits.

Department will offer these Certificate Programme on a financially self-sustaining basis.

Nomenclature	CERTIFICATE PROGRAMME IN TICKETING AND AIRFARE CONSTRUCTION
Department	Department of Tourism, Hotel, Hospitality and Heritage Studies
Faculty	Faculty of Humanities and Languages
Type	Part-time Certificate Programme
Level	Level 5
Duration	One year, two semester programme (Two courses per semester)
Evaluation	Annual
Credits	18 credits
Intake	30
Tuition fees	20950/-
Background	A good number of travel agencies require individuals to handle ticketing. This requires individuals conversant with GDS.
Eligibility	Minimum class XII pass with at least 45% marks.
Admission	Based on admission test and interview
Requirements	Desirable that the students seeking admission have good communication skills and some degree of comfort with using computers.

Courses	Course	Credits
TAC 101	Basics of Tourism	4
TAC 102	Personality Development	4
TAC 103	Tourism Geography	4
TAC 104	Ticketing and Fare Construction	4
TAC 105	Comprehensive Viva-voce	2
	Total	18