SYLLABUS MASTER

Mention Management des systèmes d’information

M2 Management International du Transport Aérien et du Tourisme

http://www.fsi.univ-tlse3.fr/

2023 / 2024

29 MARS 2024
PRESENTATION OF THE SPECIALTY

SPECIALITY

Parcours type : M2 Management International du Transport Aérien et du Tourisme (MITAT)/ Master 2 International Management to Tourism and Air Transport (MITAT)
Mention de rattachement : Management des Systèmes d’Information (MSI) Information Systems Management (ISM)
Mots Clés : Communication ; Gestion aéroportuaire ; Marketing ; Compagnies aériennes ; Voyage aérien ; Tourisme ; Anglais professionnel ; Management International ; Transport Aérien
Key Words : Communication ; Airport management ; Marketing ; Airlines ; Air Travel ; Tourism ; Professional English ; International Management ; Air Transport
Etablissement : UNIVERSITE TOULOUSE III PAUL SABATIER
Campus : Toulouse Paul Sabatier

PRESENTATION OF THE YEAR OF M2 MANAGEMENT INTERNATIONAL DU TRANSPORT AERIEN ET DU TOURISME

Activities targeted by the M2 MITAT programme, which are in line with those described for the Information Systems Management (ISM) field of study :
— Multimodal communication in English in the air transport and tourism sectors
— Intervention and action in the field of management and economics applied to air transport and tourism
- Economic intelligence (economic, scientific, technical and regulatory watch)
- Analysis of needs or projects
- Modeling and construction of scenarios
- Evaluation and control
- Elaboration of international strategies
- Management of international development
- Communication and promotion (products/projects, etc.)
— Organization and management of tourism promotion projects
- Management of a multicultural team and network
- Design, implementation, management and evaluation of tourism promotion projects by coordinating the actions of local, national and international tourism stakeholders
- Carrying out assessments of tourism promotion actions and determining the axes of evolution with institutional or private partners

Skills attested to in carrying out these activities
Proficiency in cross-cultural and cultural specificities
Additional and indissociable skills from the ones mentioned in the Information Systems Management (ISM) field

Cross-Cultural Communication Tools and Methods
To effectively communicate by Mastering the terminology and the functional and professional language of English in an International Context, as well as the Digital Tools listed below :
- Office Software ( Word Processing, Spreadsheet, PPT, Photoshop, Publisher, etc.)
- Desktop Publishing (DTP) software
- Aeronautical Terminology (IATA, Aeronautical Alphabet, etc.)
- Reservation Software (Application)

Air transport and Tourism Economics and Management
- Master the air and travel industry’s economic stakes and their permanent evolution in order to contextualize strategic and operational actions.
- Master a holistic approach to the management of airports and tourism (strategies, issues, perspectives) in all aspects of passenger management, logistics and airport and tourism operations.
- Intervene on Heritage Sites / Managing Tourism Heritage
- Design and operate Marketing Strategies and Operations based on Innovative Digital Tools
- Identify and enforce Airport Security and Safety rules and regulations for air transport.
- Lead Cultural Heritage projects (budget and finance management of tourism projects; management and enhancement of major heritage sites)

**Project Engineering**
- Study, concept and manage international projects related to the tourism and air transport sectors (e.g. market surveys, evaluation and planning of new air routes in collaboration with local and national tourism organizations, events to promote the territory)
- Mastering of risks and implementation of conflict prevention and management techniques in a cross-cultural environment
- Take into consideration and fulfill the values of society: Environment and Sustainable Development, Ethics

These activities can be carried out in structures such as:
- Airline company
- Airports
- Air and space insurance company
- International bank operating in the air and space sector
- Tour Operator
- Travel agency
- Local, regional, national and international tourism and/or air transport administrations/institutions (Tourist Office, Regional Tourist Committee, UNWTO, ICAO, DGAC, etc.)
- Car rental (airport area)
- Organization of international trade
- Organization of multimodal transport (air, sea, rail and land)
- Organization of cultural, territorial and heritage tourism (heritage sites, museums, national parks, arts, etc.)
- Companies related to air transport and tourism
- Hotel & resort complexes
CONTACT INFORMATION CONCERNING THE SPECIALTY
PERSON IN CHARGE OF TEACHING AFFAIRS OF M2 MANAGEMENT INTERNATIONAL DU TRANSPORT AÉRIEN ET DU TOURISME
NAPOLI Jocelyne
Email: master.mitat@gmail.com

CONTACT INFORMATION CONCERNING THE DISCIPLINE
PERSON IN CHARGE OF THE DISCIPLINE MANAGEMENT DES SYSTÈMES D'INFORMATION
JEAN-AMANS Carole
Email: carole.jean-amans@univ-tlse3.fr

CONTACT INFORMATION FOR THE DEPARTMENT : FSI.GESTION
HEAD OF DEPARTMENT
ARTHUS Isabelle
Email: isabelle.arthus@univ-tlse3.fr
Téléphone : 05 61 55 81 02

DEPARTMENT SECRETARY
ANDISSAC Pauline
Email: pauline.andissac@univ-tlse3.fr
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* AN : year long teaching, I : first semester, II : second semester
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LIST OF THE MODULES
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TEACHER IN CHARGE OF THE MODULE

NAPOLI Jocelyne
Email : master.mitat@gmail.com

LEARNING GOALS

Tutorat /tutorial : approche personnalisée linguistique et aide à la prise de parole en public dans un contexte professionnel et académique / Personalized linguistic approach and assistance in public speaking in a professional and academic context.

SPECIFICITIES
Paul Sabatier Campus
Taught in English
Attendance : Compulsory

TARGETED SKILLS
Autonomy in interaction in a business environment

KEYWORDS
Autonomy, proficiency, oral interaction, business communication oriented
LEARNING GOALS

**Bilan de professionnalisation.** Cette démarche s’inscrit dans le cadre européen du processus de Bologne. Cet outil aide l’étudiant dans son orientation et surtout dans son insertion en valorisation son parcours de formation et du parcours professionnel. Il permet de faire un bilan personnel, de construire son projet pour mieux communiquer.

**Skills assessment : portfolio of experiences and skills :** This approach is part of the European framework of the Bologna process. This tool helps the student in his orientation and especially in his insertion by valuing his training and professional path. It allows students to make a personal assessment, to build their project to better communicate.

SPECIFICITIES

Paul Sabatier Campus
Taught in English
Attendance : Compulsory

KEYWORDS

Personal Assessment, better communication, orientation, insertion
Management of IS & Organizational Piloting

LEARNING GOALS


Information System Management & organisational Piloting: Understand the issues related to the deployment of new technologies in companies and organizations. Master the concepts of information systems governance.

SPECIFICITIES

Paul Sabatier Campus
Taught in English
Attendance: Compulsory

KEYWORDS

New technologies, organizations, Concepts of information systems, governance
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**LEARNING GOALS**

**Management de projet : principes et outils** : Ces enseignements visent à illustrer à travers de nombreux exercices et études de cas pratiques l’état de l’art des techniques utilisables en fonction des objectifs du projet travaillé.

**Projects Management : strategies, principles and tools** : Projects Management aim to illustrate through numerous exercises and practical case studies the state of the art of techniques that can be used according to the objectives of the project.

**SPECIFICITIES**

Paul Sabatier Campus  
Taught in English  
Attendance : Compulsory

**KEYWORDS**

Practical case studies, serious games, organizations, governance, tools, soft skills, leadership, methods & technics
TEACHER IN CHARGE OF THE MODULE
NAPOLI Jocelyne
Email : master.mitat@gmail.com

LEARNING GOALS
**Business English in Context**: Optimize oral and written communication, professional enhancement and use of skills in a context of professional and professional globalization and of research. Implementing language automatism, interpersonal skills in an interconnected context, ability to write up work reports, minutes, conduct a debate, and manage a business meeting in English, being at ease with extra professional subjects or negotiating contracts specific to the world of air transport and travel management through the medium of English language.

SUMMARY OF THE CONTENT
Rules and uses of English in a professional setting. Academic or research jobs search and operational preparations. Case studies, presentations, conferences organized around current topics presented by experts in the field. Practical application within a professional context.

SPECIFICITIES
Paul Sabatier Campus
Attendance : Compulsory

TARGETED SKILLS
Autonomy and excellency in interacting within an international professional context

KEYWORDS
English business skills, Air Transport, Tourism, Management, Governance, Globalization
LEARNING GOALS
Command of the linguistic tools in order to successfully undertake the holistic technical and scientific assignments of the future professional executive (writing a call for proposals, technical, managerial, and contractual matters). Address quality and safety standards, certifications and preventive measures in passenger transport, in tourism sites, in hospitality and airport organizations, process accountancy data/technical and scientific statistics of the international tourism environment.

SUMMARY OF THE CONTENT
Practical scientific and technical English: analyses of current economic topics within a professional context. Summary of documents, oral presentations. Assorted supporting materials: articles, audio, documents, video, multimedia, etc.

SPECIFICITIES
Paul Sabatier Campus
Attendance: Compulsory

TARGETED SKILLS
Autonomy and excellence in interacting with technical and scientific professionals in context

KEYWORDS
Technical, Scientific English, Air Transport and Tourism Applications of Language Skills
TEACHER IN CHARGE OF THE MODULE

NAPOLI Jocelyne
Email: master.mitat@gmail.com

LEARNING GOALS
To acquire and deeply develop the linguistic and cultural knowledge essential to describe and carry out research projects on properties inscribed on UNESCO’s World Cultural Heritage lists.

SUMMARY OF THE CONTENT
Real case studies developed in English to describe and develop projects on heritage registered as a WHS.

SPECIFICITIES
Paul Sabatier Campus
Attendance: Compulsory

KEYWORDS
World Heritage Sites, Case Studies, UNESCO, World Cultural Heritage lists, Proficiency, Culture, Language Skills, Digital Technology,
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LEARNING GOALS
To present economic issues within air transport and international tourism, emphasizing the economic choices that companies face and the methods put into place to carry them out.
Economics & Management Applied to Air Transport : Presentation of key players : companies, airports, aerial navigation, economics and development of international air transport.

SPECIFICITIES
Paul Sabatier Campus
Taught in English
Attendance : Compulsory

KEYWORDS
Economics of Air Transport, Yield Management Skills, Management, Macro and Micro Economics applied to Air Transport
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**LEARNING GOALS**
Economics and development of international tourism

**SUMMARY OF THE CONTENT**
Applied case studies from international stakeholders

**SPECIFICITIES**
Paul Sabatier Campus
Taught in English
Attendance : Compulsory

**TARGETED SKILLS**
General and Specific knowledge on trends in Tourism industry worldwide

**KEYWORDS**
Economics, Management, Yield Management, Comparative advantages, Price Value, Tourism, Statistics, Analyses
LEARNING GOALS
Economics General and Specific Knowledge and World Heritage Sites development.

SUMMARY OF THE CONTENT
Work on real WHS issues case studies.

SPECIFICITIES
Paul Sabatier Campus
Taught in English
Attendance: Compulsory

TARGETED SKILLS
Get an expertise level of management and economics knowledge on World Heritage Sites (WHS).
Be able to conduct a benchmarking on specific economic and/or management of tangible or intangible WHS.

KEYWORDS
World Heritage Sites (WHS), Economics, Management, Characteristics, Case Studies, Registered a new WHS
LEARNING GOALS
To appreciate the needs and requirements for a comprehensive and objective source for information on the many aspects of the vibrant business of carrying passengers and goods by air around the world. To understand the air and economic interconnectedness between air traffic and tourism.

SUMMARY OF THE CONTENT
Transportation Security guidelines. Passenger support. Special procedures. Intelligence-driven strategy designed to improve both security and passenger experience.

SPECIFICITIES
Paul Sabatier Campus
Taught in English
Attendance: Compulsory

KEYWORDS
Air travel regulations, security and safety, interconnections, air traffic, tourism, passengers, air freight, carrying passengers and/or goods
LEARNING GOALS
Learn to « manage markets » by acquiring a knowledge base and studying the tools and specific practices of air transport. Awareness of strategic issues linked to sales, marketing and quality standards. Practical case studies: Heritage conservation and management activities. Human factors and aerial security, certification, software/programs, procedures, maintenance, continual training. Acquire a global vision of the exploitation and the quality of services in airports, strategies, issues and perspectives of airports.

SUMMARY OF THE CONTENT
Tourism & Airline Management and Marketing: Marketing and financial management of airlines: traditional, low cost airlines; global alliances, air transport distribution, commercial policies and marketing practices according to domestic, regional, or foreign companies. Managing World Heritage Sites: identifying needs for capacity building for WHS conservation and management activities.

SPECIFICITIES
Paul Sabatier Campus
Taught in English
Attendance: Compulsory

TARGETED SKILLS
Acquire the research methodology of innovative strategies and development of activities or products linked to air travel projects.

KEYWORDS
Methodology, techniques, tools, strategies, development, innovation, project management skills
LEARNING GOALS

Objectives: Learn to manage markets by acquiring a knowledge base and studying the tools and specific practices of air transport. Awareness of strategic issues linked to sales, marketing and quality standards. Practical case studies: Heritage conservation and management activities. Human factors and aerial security, certification, software/programs, procedures, maintenance, continual training. Acquire a global vision of the exploitation and the quality of services in airports, strategies, issues and perspectives of airports.

SUMMARY OF THE CONTENT

Air travel Management Security and Safety: The liberalization of air traffic and globalization: global consequences in terms of safety and security. Updating culture and knowledge on safety and security in context. General knowledge on air travel and hospitality insurance policy through real case studies.

SPECIFICITIES

Paul Sabatier Campus
Taught in English
Attendance: Compulsory

TARGETED SKILLS

Acquire the research methodology of innovative strategies and development of activities or products linked to air travel projects

KEYWORDS

Air travel, security and safety, travel insurance, regulations
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<th>9 ECTS</th>
<th>1st semester</th>
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<tbody>
<tr>
<td>Sous UE</td>
<td>Airport Management</td>
<td></td>
<td></td>
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<tr>
<td>KSID9AD3</td>
<td>Cours : 10h , TD : 10h</td>
<td>Teaching in anglais</td>
<td>Personal work 165 h</td>
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</tbody>
</table>

LEARNING GOALS
Learn to "manage markets" by acquiring a knowledge base and studying the tools and specific practices of air transport. Awareness of strategic issues linked to sales, marketing and quality standards. Practical case studies: Heritage conservation and management activities.

SUMMARY OF THE CONTENT
Human factors and aerial security, certification, software/programs, procedures, maintenance, continual training.

TARGETED SKILLS
Acquire a global vision of the exploitation and the quality of services in airports, strategies, issues and perspectives of airports.

KEYWORDS
ICAO, Airport Management, Meteorology, Direct, Indirect and Induced Airport Revenue,
<table>
<thead>
<tr>
<th>UE</th>
<th>TOEIC (TOEIC)</th>
<th>2 ECTS</th>
<th>1st semester</th>
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<tr>
<td>KSID9ATU</td>
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<td></td>
<td>Teaching in anglais</td>
<td></td>
<td>Personal work</td>
</tr>
<tr>
<td></td>
<td>26 h</td>
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</tbody>
</table>

[ Retour liste de UE ]

TEACHER IN CHARGE OF THE MODULE

NAPOLI Jocelyne
Email : master.mitat@gmail.com

LEARNING GOALS

the TOEIC test aims at determining who can communicate effectively in English across borders and cultures with coworkers and clients.

SUMMARY OF THE CONTENT

Different exercises and mock tests to help ensure your success with the TOEIC.

TARGETED SKILLS

The TOEIC preparation and test will help you :
- to improve your professional resume
- track your progress in English acquisition
- show employers you are ready for success at the next professional level
- know your own strengths and limitations,
- qualify for educational opportunities and placement
- build your confidence
- qualify for a new position
TEACHER IN CHARGE OF THE MODULE
SANTAMARINA Diego
Email: diego.santamarina@univ-tlse3.fr

LEARNING GOALS
Donner les bases grammaticales et la maîtrise des éléments de la langue de spécialité pour pouvoir être opérationnel en milieu germanophone..

SUMMARY OF THE CONTENT
TD mutualisés permettant de travailler différentes activités langagières favorisant l’acquisition de compétences transversales.

PREREQUISITES
Pas de pré-requis particulier à part la motivation et la capacité à fournir un travail personnel conséquent. Autorisation préalable du responsable de filière.

REFERENCES
Les documents et les conseils bibliographiques seront directement donnés en cours par l’enseignant.

KEYWORDS
Allemand-compétences transversales
UE | ESPAGNOL (Espagnol) | 2 ECTS | 1st semester  
---|----------------|------|----------------
KSID9AXU | TD : 24h | Teaching in anglais | Personal work 26 h

[ Retour liste de UE ]

TEACHER IN CHARGE OF THE MODULE
SANTAMARINA Diego
Email : diego.santamarina@univ-tlse3.fr

LEARNING GOALS
Maîtriser des bases grammaticales essentielles et s’approprier progressivement la langue de spécialité

SUMMARY OF THE CONTENT
UE mutualisée

PREREQUISITES
Autorisation préalable du responsable de filière

REFERENCES
Les documents et références bibliographiques seront directement donnés en cours par l’enseignant.e

KEYWORDS
Espagnol- compétences transversales
FRANCAIS LANGUE ETRANGERE (FSI.Groupe-Langues)  

<table>
<thead>
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<th>UE</th>
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</thead>
<tbody>
<tr>
<td>KSID9AZU</td>
<td>Teaching in anglais</td>
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<td></td>
<td>Personal work 26 h</td>
</tr>
</tbody>
</table>

TEACHER IN CHARGE OF THE MODULE
DULAC Céline  
Email: celine.dulac@univ-tlse3.fr

LEARNING GOALS
Développer ses compétences langagières et interculturelles en français durant un séjour d’études en France.

SUMMARY OF THE CONTENT
— compréhension et expression orales du français général de niveau A1/A2, B1 ou B2+ selon le cours suivi
— acquisition de vocabulaire et de structures de niveau A1/A2, B1 ou B2+ selon le cours suivi
— éléments de prononciation et de prosodie du français
— réflexion sur les différences interculturelles

PREREQUISITES
Passation du test ELAO. L’étudiant-e suit le cours de son niveau (A1/A2, B1 ou B2).

SPECIFICITIES
Ce cours est accessible uniquement aux étudiant-e-s étrangers-ères non francophones et en échange à l’UT3.

TARGETED SKILLS
Les compétences visées dépendent du niveau CECRL de l’étudiant-e ; chaque cours est adapté en fonction des descriptifs du CECRL.

KEYWORDS
Français Langue Etrangère, Insertion, Interculturalité
LEARNING GOALS
To acquire the knowledge of the methodologies of research. To know how to set up and lead to completion professional scientific processes in a work-related context with appropriate methods and management while meeting the required deadlines.

SUMMARY OF THE CONTENT
Research Design: To provide a clear plan of the research, based on independent and dependent variables, and to consider the cause and effect evoked by these variables.

SPECIFICITIES
Paul Sabatier Campus
Taught in English
Attendance: Compulsory

TARGETED SKILLS
To provide a clear plan of the research, based on independent and dependent variables, and to consider the cause and effect evoked by these variables.

KEYWORDS
Research methodology, analysis methods, references, publication, oral presentation
LEARNING GOALS
To acquire the knowledge of the methodologies of research. To know how to set up and lead to completion professional scientific processes in a work-related context with appropriate methods and management while meeting the required deadlines.

SUMMARY OF THE CONTENT
Training-Action: presentation & coordination: Real operational cases given by Air Transport and Tourism partners

SPECIFICITIES
Paul Sabatier Campus
Taught in English
Attendance: Compulsory

TARGETED SKILLS
To acquire the knowledge of the methodologies of research. To know how to set up and lead to completion professional scientific processes in a work-related context with appropriate methods and management while meeting the required deadlines.

KEYWORDS
Operational case studies, air travel cases, air transport and tourism (ATT) cases
LEARNING GOALS
Carry out a management, administrative, marketing and commercialization mission within one of the following: tourism institution, local authority, an international public organization or within the field of air transport, airline, airport, travel agency, air transport administration.
Explain and analyze experience acquired in the field through a research perspective while adopting a reflexive attitude.
Write up and present academic defense of internship report. Research-action: carry out a practical mission, professional & academic setting. Write up and present academic defense of an internship dissertation or a research paper.

SPECIFICITIES
Paul Sabatier Campus
Internship in an international and intercultural environment worldwide
Taught in English
Attendance: Compulsory
### UE
<table>
<thead>
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<th>RECHERCHE ET PROJETS (FORMATION / ACTION) (KSIDAAU)</th>
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[ Retour liste de UE ]

**LEARNING GOALS**

Carry out a management, administrative, marketing and commercialization mission within one of the following: tourism institution, local authority, an international public organization or within the field of air transport, airline, airport, travel agency, air transport administration.

Explain and analyze experience acquired in the field through a research perspective while adopting a reflexive attitude.

Write up and present academic defense of internship report. Research-action: carry out a practical mission, professional & academic setting. Create and present academic defense of an internship dissertation or a research paper.

**SPECIFICITIES**

Paul Sabatier Campus
Internship in an international and intercultural environment worldwide
Taught in English
Attendance: Compulsory

**TARGETED SKILLS**

Cross cultural knowledge and management of team and projects
LEARNING GOALS
Internship in an international context within the air travel and tourism industry

SPECIFICITIES
Air Transport and Tourism anywhere in the world

TARGETED SKILLS
pre-work situation
theory into practice in context
cross cultural practices of tourism specificities
LEARNING GOALS

Carry out a management, administrative, marketing and commercialization mission within one of the following: tourism institution, local authority, an international public organization or within the field of air transport, airline, airport, travel agency, air transport administration.

Explain and analyze experience acquired in the field through a research perspective while adopting a reflexive attitude.

Write up and present academic defense of internship report. Research-action: carry out a practical mission, professional & academic setting. Write up and present academic defense of an internship dissertation or a research paper.
<table>
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<tr>
<th>UE</th>
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<td>KSIDAAB3</td>
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<td>Personal work 525 h</td>
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</table>

[ Retour liste de UE ]

**LEARNING GOALS**

Sole ownership status : open your own start-up using the theory learnt during the first semester.
GENERAL TERMS

DEPARTMENT
The departments are teaching structures within components (or faculties). They group together teachers lecturing in one or more disciplines.

MODULE
A semester is structured into modules that may be mandatory, elective (when there is a choice) or optional (extra). A module corresponds to a coherent teaching unit whose successful completion leads to the award of ECTS credits.

ECTS: EUROPEAN CREDITS TRANSFER SYSTEM
The ECTS is a common unit of measure of undergraduate and postgraduate university courses within Europe, created in 1989. Each validated module is thus assigned a certain number of of ECTS (30 per teaching semester). The number of ECTS depends on the total workload (lectures, tutorials, practicals, etc.) including individual work. The ECTS system aims to facilitate student mobility as well as the recognition of degrees throughout Europe.

TERMS ASSOCIATED WITH DEGREES
Degrees have associated domains, disciplines and specialities.

DOMAIN
The domain corresponds to a set of degrees from the same scientific or professional field. Most of our degrees correspond to the domain Science, Technology and Health.

DISCIPLINE
The discipline corresponds to a branch of knowledge. Most of the time a discipline consists of several specialities.

SPECIALITY
The speciality constitutes a particular thematic orientation of a discipline chosen by a student and organised as a specific trajectory with specialised modules.

TERMS ASSOCIATED WITH TEACHING

LECTURES
Lectures given to a large group of students (for instance all students of the same year group) in lecture theatres. Apart from the presence of a large number of students, lectures are characterized by the fact they are given by a teacher who defines the structure and the teaching method. Although its content is the result of a collaboration between the teacher and the rest of the educational team, each lecture reflects the view of the teacher giving it.

TD : TUTORIALS
Tutorials are work sessions in smaller groups (from 25 to 40 students depending on the department) led by a teacher. They illustrate the lectures and allow students to explore the topics deeper.

TP : PRACTICALS
Teaching methods allowing the students to acquire hands-on experience concerning the knowledge learned during lectures and tutorials, achieved through experiments. Practical classes are composed of 16 to 20 students. Some practicals may be partially supervised or unsupervised. On the other hand, certain practicals, for safety reasons, need to be closely supervised (up to one teacher for four students).

PROJECT

A project involves putting into practice in an autonomous or semi-autonomous way knowledge acquired by the student at the university. It allows the verification of the acquisition of competences.

FIELD CLASS

Field classes are a supervised teaching method consisting of putting into practice knowledge acquired outside of the university.

INTERNSHIPS

Internships are opportunities enabling students to enrich their education with hands-on experience and to apply lessons learned in the classroom to professional settings, either in industry or in research laboratories. Internships are strongly regulated and the law requires, in particular, a formal internship convention established between the student, the hosting structure and the university.