



TQF 5 Course Report

IAL 2210 Airline Cargo management

The Course Report herein refers to the teaching and learning report of a lecturer at the end of each semester course. The report included an assessment whether the course was conducted as planned in the course specification and, if not, suggestions for improvement. The report also presents student academic results, the number of students for the duration of the course, course management problems, an analysis of the course evaluation result from students/Head of Department or external auditor, an opinion survey of employers, and suggestions to the course coordinator for improvement and development.

The Course Report consists of 6 sections:

- Section 1 General Information
- Section 2 Teaching and Learning Management Compared to a Teaching Plan
- Section 3 Summary of Teaching and Learning Result
- Section 4 Problems and Effects of Course Management
- Section 5 Course Evaluation
- Section 6 Improved Teaching Plan

Course Report

Name of Institution: Suan Sunandha Rajabhat University

**Campus/Faculty/Department: Nakhonpathom Educational
Center/CHM**

Section 1: General Information

- 1. Course title and code:** IAC 2210 Airline Cargo management
- 2. Pre-requisite:** None
- 3. Responsible faculty, lecturer, and section:**
Airline Business 62 Group 1, 2, 3 By Mr. Kangwarn Phothong
- 4. Course semester/academic year:** Semester 1/2021
- 5. Place of study:** International College, Suan Sunandha Rajabhat
University, Nakhonpathom Educational Center

Section 2: Teaching and Learning Management Compared to a Teaching Plan

1. Report of a planned teaching hours compared to an actual teaching hours

Specify teaching topics, teaching hours according to the plan, and actual teaching hours. If the actual teaching hours are different from the plan by more than 25%, specify the reasons.

Teaching Topics	Planned Hours (45)	Actual Hours (45)	If planned teaching hours differs from actual teaching hours more than 25%, specify reasons.
Chapter 1: Introduction to Airline Cargo	6	6	-
Chapter 2: IATA rules and regulations -Acceptance of consignments -Live Animals regulation -Dangerous goods	6	6	-
Chapter 3: Type of cargo -General cargo -Special cargo	6	6	-
Chapter 4: Cargo Rate and Charges -General cargo rate -Special cargo rate	6	6	-
Chapter 5: Dangerous Goods Regulations -Classes of dangerous goods -Hazard labels	6	6	-
Chapter 6 :Unit Load Devices -Pallets -Containers -ULD markings	3	3	-
Chapter 7: Air Waybill -Completion of AWB	3	3	-
Chapter 8: Aircraft Load Planning and Airline teletype communication	3	3	-
Group Presentation and Revision	3	3	-

Teaching Topics	Planned Hours	Actual Hours	If planned teaching hours differs from actual teaching hours more than 25%, specify reasons.
Examination – Midterm and Final	3-3	3-3	-

2. Teaching topics not covered as planned

Specify topics that aren't covered according to the teaching plan, The lecturer may consider whether the main points of the topics affect learning outcomes at both the course and program levels. If there is any impact on student learning outcomes, give suggestions.

Teaching topics not covered as planned	Effects to learning outcomes	Provide any suggestions
100% Active learning class	Students cannot learn the way of active learning as proposed. Students miss selves study.	Including discussion to the class and let students learn by themselves in some topic.

3. Efficiency of teaching towards learning outcomes, as specified in course design

Specify whether teaching methodology can lead towards achievement of all domains of learning outcomes, as articulated in course specification. Specify problems found in teaching. Give suggestions.

Domains of Learning outcomes	Teaching methodology and activities in class	Efficiency		Setback during teaching and Suggestions
		Yes	No	
Ethics and Morals Punctuality Honesty Responsibility	1. Activities that require students to practice being punctual and no tardiness 2. Learn the consequences of plagiarism 3. Learn how to work as a Team, trustworthy, and responsibility 4. Students help to prevent Cheating in classroom and during Examinations	√		-
Knowledge Understand the class material and be able to apply knowledge in real life.	1. Direct instruction 2. Student-centered: Cooperative Learning 3. Case Study 4. Individual presentation 5. Group presentation 6. Questions and Answers	√		- Some student has extremely limited ability in English. - Need an extra attention in class.
Cognitive Skills The ability to understand the conversation in each situation with different environment	1. Case Study 2. Brainstorming	√		- Students need to read more about English case studies - Encourage students to use any technologies with WIFI access to

				attain the information.
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Domains of Learning outcomes	Teaching methodology and activities in class	Efficiency		Setback during teaching and Suggestions
		Yes	No	
Interpersonal Skills and Responsibilities Role play Leadership Teamwork	1. Group Discussion 2. Group Presentation	√		- Use team learning and students to do team discussion as real work situation
Numerical Analysis, Communication and Information Technology Skills Communication Use of IT skills	1. Students present their work by using interpersonal skills and technology. 2. Students present their work by using proper terminologies of Airline communication in English. 3. Students use all technologies to solve the problems during Teamwork assignments.	√		- Use team learning as an example.

4. Teaching improvement

Suggest strategies to your department to improve teaching methodology based on problems found in Section 2, No. 3.

Suggestions
The students should be more educated in responsibility for their life in all aspects by teaching more about on-time related issues and teamwork planning. Also, in English communication and writing, should be more practicing as well as outside classroom knowledge in airline business. Outside classroom learning is a must for improving skills.

Section 3: Summary of Teaching and Learning Results

1. Number of students registered for the course: 186 students
2. Number of students at the end of the semester: 186 students
3. Number of students who withdrew from the course: - students
4. Distribution of scores level (Grade)

Student's score as percentage	Grade	Total (116)	Percentage (100%)
86 – 100	A	9	7.75
82 – 85	A-	21	18.10
78 – 81	B+	26	22.41
74 - 77	B	23	19.83
70 – 73	B-	8	6.90
66 – 69	C+	3	2.58
62 – 65	C	3	2.58
58 – 61	C-	0	0.00
54 – 57	D+	0	0.00
50 - 53	D	0	0.00
46 - 49	D-	0	0.00
0 - 45	F	0	0.00
	I	5	4.31
	W	28	24.10

5. Factors influencing unusual scores level: None

6. Errors from (grade) assessment plan

6.1 Errors about setting time for assessment

6.1.1 Specify errors and reasons.

6.1 Errors due to timing	Reasons
Timing for group discussion limited	Students have less critical skill on case study and work as a team.

6.2 Errors about assessment techniques

6.2.1 Specify errors and reasons.

6.2 Errors about assessment techniques	Reasons
Difficulty in observing the students about Moral and Ethics (group work responsibilities) due they have different roles, hard to discover their works on preparation.	Students had different roles in group presentation, trust students to show their Moral and Ethics.

7. Revision of student efficiency

7.1 Specify methods of revision and summarize the result.

Method of revision	Conclusion
There was a meeting and discussion among lecturers.	There was a suggestion to practice more on the knowledge of the class.

Section 4: Problems and Effects of Course Management

1. Teaching resources and facilities problem

1.1 Specify problems about teaching resources and facilities and their impact.

Problems	Impacts
None	None

2. Management and organization problem

2.1 Specify problems about management and organization and their impact on student learning.

Problems	Impacts
None	None

Section 5: Course Evaluation

1. Result of student course evaluations (please see attachment.)

1.1 Feedback from student evaluations

1.1.1 Specify strengths and weaknesses.

Strength : Students had great teamwork experiences and fun from discussion activities

Weakness: The students need to learn about being patient and learn outside the classroom.

1.2 Lecturer's opinion of student feedback

Great teamwork, they have tried their best to support each other as a team.

2. Result of course evaluation from other evaluation methods.

2.1 Feedback from other evaluation methods

2.1.1 Specify strengths and weaknesses.

N/A

2.2 Lecturer's opinion of feedback

N/A

Section 6: Improved Teaching Plan

1. Progression of improved teaching plan as presented in the previous course report.

1.1 Specify an improved teaching plan that was proposed in the previous semester/academic year, and describe whether it was conducted as planned. If not, give reasons.

An improved plan	The result
A plan to use more E-learning along with active learning for additional practice about critical skill case study and team assessment.	Provide additional practice exercises that students can do at home via Moodle. Students can work and learn anywhere.

2. Other methods for course improvement

2.1 Briefly describe how to improve the course, e.g., new teaching methods for the current semester/academic year or new teaching instruments.

- Make more active learning class that lead students learn and do by themselves
- Use new teaching techniques such as group investigation
- Create more positive learning environment.
- Take the students to visit outside university to help them see the real practice.

3. Suggestion an improvement of the plan for the next semester/academic year

3.1 Specify a plan with expected deadlines and person who is responsible.

Proposed Plan	Deadline	Responsible Lecturer
N/A	N/A	N/A

Reported by: Mr. Kangwarn Phothong

Submitted Date: Dec 28, 2020