



College of Hospitality Industry Management

TQF5 Course Report

Course Code: IAC 1203

Course Title: English for Ground and In flight Service

Credits: 3 (3-0-6)

Semester /Academic Year:1/2022

Students: Bachelor of Arts Program in Airlines Business

Lecturer(s): Ms. Kanyapilai Kunchornsirimongkon

College of Hospitality Industry Management
SuanSunandha Rajabhat University

Section1:General Information

1.Course Code and Title:IAC1203 English for Ground and In flight Service

2. Pre-requisite (if any): None

3.Faculty Member(s) Teaching the Course and Sections

Sections: 01Room No. Online/ onsite

4. Semester and Academic Year

Semester1Academic Year 2022

5.Venue: College of Hospitality Industry, SuanSunandhaRajabhat
University

Section2: Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan

1. Number of actual teaching hours compared with the teaching plan

Topic/Outline	No. of teaching hours in the plan	No. of actual teaching hours (ONLINE)	Reason(s) (in case the discrepancy is more than 25%)
Chapter 1: Introduction to course IAC 1203 -Essential Vocabulary term project -Study about Airport from video	3	3	-
Chapter2:Reservation -Video listening and Speaking -Role play - Exercise	3	3	-
Chapter 3 : Check-in and passport control English conversation -Video listening and Speaking -Role play - Exercise	3	3	-
Chapter 4 : English for airport security, English at the gate -Video listening and Speaking -Role play - Exercise	3	3	-
Chapter 5: In-Flight English communication -Video listening and Speaking -Role play	3	3	-

- Exercise			
Mid-term Examination			
Chapter 6: In-Flight English communication -Video listening and Speaking -Role play - Exercise	3	3	-
Chapter 7: In-Flight English communication -Video listening and Speaking -Role play - Exercise	3	3	-
Chapter 8: : In-Flight English communication -Video listening and Speaking -Presentation	3	3	-
Chapter 9 : In-Flight English communication -Video listening and Speaking -Presentation	3	3	-
Final examination			

2. Topics that couldn't be taught as planned

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation
-	-	-

3. Effectiveness of the teaching methods specified in the Course Specification

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	
1. Morals and Ethics	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	✓	-	
2. Knowledge	1. Direct instruction 2. Student-entered: Cooperative Learning 3. Case Study 4. Individual presentation 5. Group presentation 6. Questions and Answers	✓	-	- Need an extra attention in class.
3. Cognitive Skills	1. Case Study 2. Brainstorming	✓	-	- Encourage students to use any technologies with WIFI access to attain the information.
Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
4. Interpersonal Skills and Responsibilities	1. Group Discussion 2. Group Presentation	✓	-	- Students select to work with people they know. They should try to mingle with other students so that they may share experience to other students.

5. Numerical Analysis, Communication and Information Technology Skills	1. Students present their work by using interpersonal skills and technology. 2. Students use all technologies to solve the problems during Teamwork assignments	✓	-	- Some students have a limitation of English communication. Therefore students need more time to practice before doing presentation
6. Learning Management Skills		✓	-	

4. Suggestions for Improving Teaching Methods

None

Section3: Course Outcomes

1. Number of registered students: 26

2. Number of students at the end of semester: 25

3 Number of students who withdrew (W) :-

4. Grade distribution

Grade	No. of students	Percentage
A	2	8
A-		
B ⁺	1	4
B		
B-	1	4
C ⁺	2	8
C	5	20
C-	5	20
D ⁺	1	4
D	3	12
D-	2	8
F	3	12
Incomplete (I)		

5. Factors causing unusual distribution of grades (If any)

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6. Discrepancies in the evaluation plan specified in the Course Specification

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
-	-

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
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7. Verification of students' achievements

Verification Method(s)	Verification Result(s)

Section4: Problems and Impacts

1. Teaching and learning resources

Teaching Problems:	Impacts on students' learning:
Learning Resources Problems:	Impactson students' learning:
-	-

2. Administration and organization

Problems from administration	Impacts on students' learning
-	-
Problems from organization	Impacts on students' learning
-	-

Section5: Course Evaluation

1. Results of course evaluation by students

1.1 Important comments from evaluation by students

1.2 Faculty members' opinions on the comments in 1.1

2. Results of course evaluation by other evaluation methods

2.1 Important comments from evaluation by other evaluation methods

2.2 Faculty members' opinions on the comments in 2.1

Section6: Improvement Plan

1. Progress of teaching and learning improvement recommended in the previous Course Report

Improvement plan proposed in Semester3 Academic year 2020	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.)
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2. Other improvements

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3. Suggestions for improvement for Semester 1 Academic year 2023

Suggestions	Time Frame	Responsible person
Invite guest speaker to join the class		A Lecturer

4. Suggestions of faculty member(s) responsible for the course

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Responsible Faculty Member/Coordinator:Ms.Kanyapilai Kunchornsirimongkon

Signature

Submission Date 15-12-2022

Chairperson/Program Director:Mr.Theppaluk Komolwanich

Signature.....

Receipt Date