



TQF 4: Field Experience Specification Airline Business Students 60-64

The Field Experience Specification herein includes information about the management of student activities in the course which can be, for example, IAC 4534 Pre-Cooperative Education (Internship) in Airline Business or related service industry and IAC 4535 Cooperative Education (Internship) in Airline Business or related service industry. This Cooperative Education (Internship) must be planned in accordance with the program specification. The field experience specification also describes the objectives and details of the activities, knowledge training for students, processes and methods of training students in specific skills, criteria and assessment, and field experience report.

The Field Experience Specification consists of 7 sections

Section 1	General Information
Section 2	Aim and Objectives
Section 3	Development of Student Learning Outcome
Section 4	Course Characteristics and Implementation
Section 5	Planning and Preparation
Section 6	Student Assessment
Section 7	Field Experiences Evaluation and Improvement

TQF 4: Field Experience Specification

Name of Institution	Suan Sunandha Rajabhat University
Campus/Faculty/Department	Airline Business, College of Hospitality Industry Management
Student Code:	63
During Education Year:	3/2022-1/2023 (Jun-Dec 2023)

Section 1: General Information

1. Course code and course title

IAC 4534 Pre-Cooperative Education (Internship) in Airline Business or related service industry.

IAC 4535 Cooperative Education (Internship) in Airline Business or related service industry.

2. Number of credits or number of hours

IAC 4534 Pre-Cooperative Education (Internship) in Airline Business or related service industry. (3 credits or at least 135 hours)

IAC 4535 Cooperative Education (Internship) in Airline Business or related service industry. (7 credits or at least 315 hours)

3. Program and type of course

Bachelor of Arts Program in Airline Business (International Program).

This field experience is a major required course.

4. Responsible Faculty Member/Advisor for Field Experience

4.1 Mr. Theppaluk Komolvani

4.2 Ms. Rojanard Waramontri

4.3 Mrs. Korawin Kungwola

4.4 Ms. Kanittha Charernnit

4.5 Mr. Darma Rizal Khairi

4.6 Mr. Benjapol Worasuwanarak (Educational Leave)

5. Semester and Year of Study

Second Semester, the third year of study with completion of requirement courses according to the program plan (3/2022)

First Semester, the fourth year of study with completion of requirement courses according to the program plan (1/2023)

6. Latest Date of Field Experience Specification Development or

Modification Revised on November 17, 2022

Section 2: Aims and Objectives

1. Aims of Field Experience

- To create an opportunity for students to apply knowledge and understanding compiled from the practicum to real world situation.
- To clarify the students' point of view on various business and industries relating to Airline Business Industry degree program.
- To ensure individual development and applicability of skills and experiences acquired for students' future career.

2. Objectives of Field Experience Development and Improvement

Students should have the following competencies:

- Be able to integrate all knowledge for using in local or in Airline Business industry environment.
- Be able to manage self and social responsibility as teamwork, including management of business ethics.
- Be able to prepare report on results of the Airline Business and or related service industry cooperative education (internship) in consultation with responsible advisor.

Section 3: Development of Students' Learning Outcome

1. Morals and Ethics

1.1 Morals and Ethics to be developed

- (1) Be able to deliver or to complete a required task at appointed time.
- (2) Be able to do the right thing according to the values, beliefs and principles they claim to hold.
- (3) Be able to make decisions in business according to moral concepts and judgments.

1.2 Process of Activities

- (1) Orientation to students about discipline, morals and ethics before the Cooperative Education (Internship).
 - (2) Setting Cooperative Education (Internship) schedule, scope of work, and how to evaluate performance.
 - (3) Continuing monitoring and evaluation student's behavior to follow the rules as well as employees of the organization.
- #### 1.3 Evaluation Strategies
- (1) Self evaluation by using morals and ethics questionnaire.
 - (2) Staff mentor evaluate by using observation form.
 - (3) Responsible advisor interviews colleagues, supervisors, and others concerns including the record.

2. Knowledge

2.1 Knowledge to be acquired

- (1) Understanding the airline business theories and important case studies taught.
- (2) To be able to provide an analysis and provide the solution to real world problems.
- (3) To be able to use airline business knowledge integrated with other disciplines.

2.2 Process of Activities

(1) Orientation to students about current theory and knowledge in various areas of business.

(2) Participation with the supervisor at work place to arrange the source of information for students to improve knowledge and skills.

2.3 Evaluation Strategies

(1) Evaluate the ability to integrate theories and knowledge related to working assignments from student's report and interviewing.

(2) Evaluate the work performance of students from host supervisor and advisor/inspector by using student assessment rubric.

3. Cognitive Skills / Intellectual Skills

3.1 Cognitive Skills / Intellectual Skills to be developed

- (1) The ability to gather and summarize information, and report
- (2) Self-study and sharing information to the class
- (3) The ability to solve problems from case studies

3.2 Process of Activities

(1) Assign students to involve in one or more special projects to analyze problems by using analytical thinking and develop flowcharts to describe causes and provide adequate method to solve problems.

(2) Conduct research regarding the proper preparation of airline business planning issues.

3.3 Evaluation Strategies

(1) Evaluate student's presentation.

(2) Evaluate student's discussion.

(3) Evaluate student's report.

4. Interpersonal Skills and Responsibility

4.1 Interpersonal Skills and Responsibility to be developed

- (1) Be able to communicate with foreigners in English and another language
- (2) Be able to use English to solve airline business problem

- (3) Initiate some new airline service ideas and have leadership

4.2 Process of Activities

- (1) Group communication and building teams.
- (2) Experienced in leading / coordinating complex activities.
- (3) Listening for a variety of purposes (for information, empathy, support, criticism, etc.)

4.3 Evaluation Strategies

- (1) Coordinating between the host entrepreneurs and SSRUCHM to evaluate students for improvement.
- (2) Using peer evaluation at work place.

5. Numerical Analysis, Communication and Information Technology Skills

5.1 Numerical Analysis, Communication and Information Technology Skills to be developed

- (1) Be able to use basic ICT skills and apply them.
- (2) Be able to use statistics and mathematics to solve business problems.
- (3) Be able to use ICT in the work place and apply numerical analysis in communication i.e. fare and ticketing, check-in, e-passport.

5.2 Process of Activities

- (1) Search for information and data from academic resources and IT.
- (2) Construct mathematical graphic presentations (in various media)

5.3 Evaluation Strategies

- (1) Evaluate student's presentation
- (2) Evaluate student's discussion
- (3) Evaluate student's report

Section 4: Course Characteristics and Implementation

1. General Description or Course Description

This course is to organize practical training for students in aviation industry in terms of theoretical and practical training. It covers orientation and post-orientation of details in field experience including discussion on aviation industry problems and suggestions in problem solving. The Field Experience Specification herein includes information about the management of student activities in the course which can be IAC 4534 Pre-Cooperative Education (Internship) in Airline Business or related service industry and IAC 4535 Cooperative Education (Internship) in Airline Business or related service industry. This Cooperative Education (Internship) must be planned in accordance with the program specification. The field experience specification also describes the objectives and details of the activities, knowledge training for students, processes and methods of training students in specific skills, criteria and assessment, and field experience report.

In case of any situation disturbance to the Cooperative Education (Internship), the airline business committee would have a meeting and reconsider about the replacement as follows; Research paper on Analyzing and Developing Plan of Aviation Industry.

2. Student activities

The main activities of a field experience are:

- Integration of all knowledge for using in the Pre-Cooperative Education in airline business or related service industry (Pre-Cooperative Education (Internship)) and Cooperative Education in airline business or related service industry (Cooperative Education (Internship)).
- Use of techniques and strategies for business management;
- Use of creative problem solving to improve self-potentiality.

The main activities of a replacement are:

- Preferable aviation company selection, study about background in past 5 years which including; 1. Service quality both on ground and in the air, 2. Back and Front office management, 3. Aviation rules and

regulation standard, 4. Marketing and management strategy and technique, 5. People management

- Analyzing all 5 company background and apply TOWS matrix in short and long term.
- Apply Risk management for the company to prevent world crisis related to the situation of the time.
- At least 1,500 words with the academic writing

3. Student Report or Assignment

Reports or Assignments	Submission Due
Daily record of works	It is compulsory that students submit their daily report to the host supervisor on weekly basis by presenting all daily record of works the students were assigned and have completed to the supervisor.
Report to SSRUCHM supervisor	The SSRUCHM advisors visit the students twice to supervise them on the workplace. On the visiting day, the students are required to show their daily record of works and to explain what they were assigned and that they are doing or that they have completed. Problems and other issues can be discussed.
Weekly record of works	It is compulsory that the students submit their weekly record of works every week, by uploading the report every Sunday of each week on the SSRUCHM e- learning site, the Moodle. In case there is any technical problem with the Moodle, students are needed to submit the weekly report to all SSRUCHM advisors via

Reports or Assignments	Submission Due
	email. And/or Literature review for Research.
Report of any problems that may arise, or sickness leave report	<p>- For sick leave less than 3 days, the students submit a leave form to supervisor and SSRUCHM at the first day returning to work. However, students can apply sick leave rule according to the host workplace.</p> <p>- For sick leave more than 3 days, the students submit a leave form with a medical certificate to their host supervisor and SSRUCHM at the first day returning to work.</p> <p>- Students submit any problems/obstacles to the work through email.</p>
Final report after completing the Cooperative Education (Internship)	It is compulsory that the students submit their final report in book form to the SSRUCHM advisors. The report needs to be in the assigned format. Presentation is a must on the day of submitting the report. Rubric Assessment Criteria is used in the evaluation.

4. Follow-up Student Learning Outcome from Field Experience

The activities used for follow-up student learning outcome both while training and post training are:

- (1) Using follow-up form
- (2) Using interview follow-up
- (3) Using evaluation form from company
- (4) Using evaluation from the students' written report (Cooperative Education (Internship) Evaluation)

5. Duties and Responsibilities of Field Supervisors in the Work Place.

- (1) Role to evaluate the effectiveness and efficiency of Cooperative Education (Internship) students;
- (2) Role to control the student behavior to comply with the host's rules and regulations;
- (3) Role to train working skills for Cooperative Education (Internship) students.

6. Duties and responsibilities of Advisors/Inspectors

- (1) Role to monitor and evaluate the student's work performance, self-development, adaptability and learning capacity.
- (2) Role to be a person resource for student to consult and get information.

7. Preparation for student support

- (1) Orientation by the program prior to the cooperative education program;
- (2) Study tour or institutional visit to the host workplace;
- (3) Handbook and Forms (Leave Form, Student Record Form, Student Evaluation Form, Rubric Assessment Criteria).
- (4) SSRUCHM contacts the required host workplace and sends an official letter to the workplace at least one month before the cooperative education program begins.
- (5) Email and Website.

8. Facilities and Support from the Workplace

- (1) The workplaces selected for cooperative education program under MOU with SSRUCHM.
- (2) The workplaces selected for cooperative education program are expected to provide documents for student practice. Document may include research or trade/professional journal articles, policy manuals, and electronic sources.
- (3) The workplaces selected for cooperative education program are expected to provide supervisor for Cooperative Education (Internship) students.

(4) The host supervisor gives assignments, monitors, and evaluates tasks and projects for student's experiences.

Section 5: Planning and Preparation

1. Selection of Field Experience Venues

Field experience advisor selects the workplaces, which join the cooperative education program, based on willingness to train students and provide the students' learning pathway.

- (1) Students will improve competencies and skills.
- (2) Students will experience real world work situations.
- (3) Students have the opportunity to improve their English language.
- (4) Students have the opportunity to improve their communication and social skills.
- (4) Hosting partner will have extra quality human resource.
- (5) Students have opportunity to improve knowledge about other cultures and languages such as organizational culture.
- (6) Hosting partners will improves employability of the students.

2. Student Preparation

- (1) To explore the industry and areas in the industry which have often employed graduates from his/ her major.
- (2) To create a professional resume and have it reviewed by field experience advisor/ career counselor.
- (3) To practice interviewing according to resume.
- (4) To expand personal network through Student Organization / Professional Association/Career Counseling.

3. Advisors/Supervisors Preparation.

The cooperative education advisor or supervisor has a very important function to prepare:

Phase 1: Before the Cooperative Education (Internship) Period:

- To prepare a good introduction to the company and a smooth start at the workplace such as the department, position or job description for the students, social skills training including manners, report academic writing training, etc. This will be a big stimulus for the students' motivation.

Phase 2: During the Cooperative Education (Internship) Period:

- To prepare the contact person in case of problems, meet host supervisors, suggest and guide the learning process at workplace (by giving feedback and demonstrating) to increase the students' competencies, as well as to monitor and give guideline to students in terms of completing their report.

Phase 3 At the end of / after Cooperative Education (Internship) Period:

- To prepare the process of assessing the student's competencies and evaluating the project as a learning process.

4. Field Supervisor Preparation.

The field supervisor has a role as teacher and trainer and must be able to:

- (1) Provide organization orientation to students.
- (2) Assist students in the preparation of a learning contract that requires the selection of appropriate task assignments
- (3) Provide the process of evaluation for student's performance through written evaluation and verbal feedback.
- (4) Notify the responsible faculty of any concerns or problems related to student performance by using various media (meeting, telephone, email, letter, etc.).

5. Risk Management

Program lecturers convened to prevent the risk of student Cooperative Education (Internship):

- (1) The lecturers research and evaluate all areas of potential liability and risk.
- (2) The lecturers develop a policy manual specifies the responsibilities and roles of the institution, students, and hosting for injury, loss, claims, or damages arising from negligent operation and other problems arising during work.

Section 6: Student Assessment

1. Assessment Criteria

Assessment of student's learning achievement from the Host is categorized in 5 dimensions by 1 – 4 scores as criteria for evaluation:

Dimensions	Scores
1. Behavior to the Establishment	1 means Poor
2. Behavior to Others	2 means Fair
3. Self Behavior	3 means Good
4. Responsibility	4 means Very Good
5. Communication Skills	

The evaluation system is:

1. Attendance & Participation	10%
2. Host's Evaluation in Work Performance / Literature Review for Research	20%
3. Supervisor/Inspector's Evaluation	20%
4. Academic Report Progressing	10%
5. Cooperative Education (Internship) / Academic Final Report and Article	20%
6. Presentation (Supervisor 15%+Vote 5%)	<u>20 %</u>
Total	100%

The SSRUCHM supervisor / advisor / or inspector compiles all scores for evaluating the student's grading. The Grading Criteria are as follows:

Student's Score (%)	Grade	Result/Remark
86.00 – 100	A	4.00
82.00 – 85.00	A ⁻	3.75
78.00 – 81.00	B ⁺	3.50
74.00 – 77.00	B	3.00
70.00 – 73.00	B ⁻	2.75
66.00 – 69.00	C ⁺	2.50
62.00 – 65.00	C	2.00
58.00 – 61.00	C ⁻	1.75
54.00 – 57.00	D ⁺	1.50
50.00 – 53.00	D	1.00
46.00 – 49.00	D ⁻	0.75
0.00 – 45.00	F	0
-	I	Incomplete
-	W	Withdraw

2. Student Assessment Procedure

(1) The staff mentor / supervisor of workplace evaluates by using the criteria of Cooperative Education (Internship) Program.

(2) The SSRUCHM advisor summarizes the result of evaluation and report to SSRUCHM Director.

3. Field Supervisors' Responsibility for Student Assessment

The field experience supervisor evaluates student's performance during training and at the end of training in the cooperative education program by using Forms for Evaluation.

4. Responsible Faculty Member's Responsibility for Student Assessment

SSRUCHM advisor has to evaluate student's performance by using the host supervisor's report and student's final reports, which express the application of student's knowledge to actual practice.

5. Conclusion of Discrepancy of Assessment Results

The Head of the Program Coordinator and the host enterprise discuss about the differences of evaluation results (if any) and determine the conclusion.

Section 7: Field Experiences Evaluation and Improvement

1. Process for Field Experience by All Concerned

1.1 Students

Student evaluates the field experience by using provided questionnaire. Moreover, students have their oral presentation after they finished their Cooperative Education (Internship), to share their experiences received from the Cooperative Education (Internship) workplace to other friends as well as to junior, sophomore, and freshmen students about benefits and obstacles to practice for future career.

1.2 Field Supervisors or Entrepreneurs

The field supervisor records assignment result and evaluates the field experience program by using provided questionnaire and randomly oral evaluation.

1.3 Advisor /Lecturer Responsible for Field Experience

The advisor responsible in the Cooperative Education (Internship) program records student's performance after consultation in report from training of field experience.

1.4 Others, e.g., New Graduates

-

2. Process for Evaluation Review and Improvement Plan

2.1 Developing a Learning Contract

- The students and SSRUCHM work together to plan all aspects of the Cooperative Education (Internship) and complete a Learning Contract, which includes discipline-specific learning objectives and relevant learning outcome measures.
- The learning objectives describe what the students hope to learn from the overall experience, especially as it pertains to their course of studies.
- The learning outcome measures are vital for assessing learning and attainment of the learning objectives.

2.2 Reviewing Direction and Support

- SSRUCHM role is primarily to serve student experience, answering question, and encouraging students in necessary ways.
- Another role of SSRUCHM is to make an agreement and understanding with the host enterprises about the requirements and supports expected from them, while

also taking into account the nature of the host enterprises. This will help win- win situation between SSRUCHM and the selected host enterprises.

- The Cooperative Education (Internship) students contact with SSRUCHM advisor for ongoing guidance and support (by e-learning, email, social network, or in person, etc.) for assistance.
- Feedback received from the host supervisors should be noted as one of SSRUCHM supporting idea to improve the plan.

Curriculum Mapping Illustrating the Distribution of Program Standard Learning Outcomes to Course Level

Courses	1. Morals and Ethics			2. Knowledge			3. Cognitive Skills			4. Interpersonal Skills and Responsibility			5. Numerical Analysis, Communication and Information Technology Skills			6.Other Domain ie.Learning Management Skills		
Course Category – Required Course	● Major Responsibility									○ Minor Responsibility								
	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3
Course Code : IAC 4534 Course Title : Pre-Internship in Airline Business	●	●	○	○	●	●	●	●	●	●	●	○	●	○	○			
Course Code : IAC 4535 Course Title : Internship in Airline Business	●	●	○	○	●	●	●	●	●	●	●	○	●	○	○			

Company / Dept. : _____
 Presentation Title : _____
 Student Name(s) : _____

Skills	Excellent – 4	Good – 3	Fair – 2	Poor – 1	Score
Presentation Time usage	Student uses their time to work productively and efficiently.	Student uses most of their time to work productively and efficiently.	Student uses some of their time to work productively and efficiently.	Student does not use their time to work productively and efficiently.	
Presentation	Presentations are clear and relevant to topic.	Most presentations are clear and relevant to topic.	Few of the presentations are clear and relevant to topic.	Presentations are not clear and relevant to topic.	
Contents - Department background - Duties assigned	All of the contents are clearly visible, organized, and well placed.	Most of the contents are clearly visible, organized, and well placed.	Few of the contents are clearly visible, organized, and well placed. Maybe missing elements.	Missing most or all of the contents.	
Idea Organizing	The project has an excellent design and layout, neat and easy to understand the content.	The project has a nice design and layout, neat and easy to understand the content.	The project needs improvement in design, layout, or neatness.	The project needs significant improvement in design, layout, and neatness.	
Spelling, Grammar, Linguistic field	The project has excellent knowledge of spelling, grammar, linguistic field, and original content.	The project has 1-2 spelling, grammar, linguistic field errors with original content.	The project has 3-5 spelling, grammar, linguistic errors with original content.	The project has multiple spelling, grammar, linguistic field errors with original content.	

Lecturer Name _____ Date _____	Total Score : / 20
--------------------------------	----------------------------------

[illegible]

Pre-Internship Report Evaluation Form

ASSESSMENT FOR _____ ID _____

Part 1 Attendance & Participation _____ / 10

Comments:

Part 2 Weekly Report (via Moodle) / English Usage and Report Progressing _____ / 10

Comments:

Part 3 Host's Evaluation in Work Performance / Literature Review _____ / 20

Comments:

Part 4 Supervisor/Inspector's Evaluation (Advisor) _____ / 20

Comments:

Part 5 Presentation _____ / 20

Comments:

Part 6 Pre-Internship Report _____ / 20

Comments:

Total Score : _____ / 100

Lecturer's Name _____ Date of examination _____

Internship Presentation Rubric

Company / Dept. : _____
 Presentation Title : _____
 Student Name(s) : _____
 : _____
 : _____

Skills	Excellent – 3	Good – 2	Fair – 1	Poor – 0	Score
Time usage	Student uses their time to work productively and efficiently.	Student uses most of their time to work productively and efficiently.	Student uses some of their time to work productively and efficiently.	Student does not use their time to work productively and efficiently.	
VDO/Graphics	Presentation VDO and graphics are clear and relevant to topic.	Most presentation VDO and graphics are clear and relevant to topic.	Few of the presentation VDO and graphics are clear and relevant to topic.	Presentation VDO and graphics are not clear and relevant to topic.	
Contents - Department background	All of the contents are clearly visible, organized, and well placed.	Most of the contents are clearly visible, organized, and well placed.	Few of the contents are clearly visible, organized, and well placed. Maybe missing elements.	Missing most or all of the contents.	
Idea Organizing	The project has an excellent design and layout, neat and easy to understand the content.	The project has a nice design and layout, neat and easy to understand the content.	The project needs improvement in design, layout, or neatness.	The project needs significant improvement in design, layout, and neatness.	
Spelling, Grammar, Linguistic field	The project has excellent knowledge of spelling, grammar, linguistic field, and original content.	The project has 1-2 spelling, grammar, linguistic field errors with original content.	The project has 3-5 spelling, grammar, linguistic errors with original content.	The project has multiple spelling, grammar, linguistic field errors with original content.	

Comments:

Lecturer Name _____ Date _____

VDO Score : / **15**
 Vote Score : / **5**
 Total Score : / **20**

20 = 100%	19 = 95%	18 = 90%	17 = 85%	16 = 80%	15 = 75%	14 = 70%	13 = 65%	12 = 60%	11 = 55%
-----------	----------	----------	----------	----------	----------	----------	----------	----------	----------

Internship Final Report Evaluation Form

ASSESSMENT FOR _____ ID _____

Part 1 Attendance & Participation _____ / 10

Comments:

Part 2 Weekly Report (via Moodle) / English usage / Report Progress _____ / 10

Comments:

Part 3 Host's Evaluation in Work Performance / Literature review _____ / 20

Comments:

Part 4 Supervisor/Inspector's Evaluation (Advisor) _____ / 20

Comments:

Part 5 VDO Presentation / Presentation _____ / 20

Comments:

Part 6 Internship Final Report _____ / 20

Comments:

Total Score : _____ / 100

Lecturer's Name _____ Date _____