# TQF 5 Course Report
# IAC2210 Air 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 conduct 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:** **College of Hospitality Industry Management /**

**Airline Business**

## Section 1
## General Information

1. **Course title and code:** IAC2210 Air Cargo Management

2. **Pre-requisite:** None

3. **Responsible faculty, lecturer, and section:**

   Airline Business 64 Group 1 By Mr. Theppaluk  Komolvanij

4. **Course semester/academic year:** Semester 1/2023

5. **Place of study:** College of Hospitality Industry Management,

   Suan Sunandha Rajabhat University,

   Nakhonpathom Campus

## 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 | Actual Hours | If planned teaching hours differs from actual teaching hours more than 25%, specify reasons. |
|---|---|---|---|
| Introduction to Air Cargo Management course<br>- Rules and Regulations in class<br>- Ice Breaking<br>- Individual and Group Assignment<br>**- *Morality live and learn (Cause/Result/Change/Volunteer/ Economic sufficiency)*** | 3 | 3 | - |
| Unit 1: Introduction to Air Cargo Management<br>- A trip to history<br>- Airport Codes, Cargo Codes and ICAO phonetics alphabet<br>- Discussion<br>- Individual assignment – 'Air Cargo Knowledge reporter clip 1 minute with 3 vocabularies' due before Mid-term<br>- Group assignment – 'Dangerous Goods Learning Materials' due after midterm 2 weeks | 3 | 3 | - |
| Unit 2: Cargo Procedures<br>- From place to place (Outbound/Inbound) | 3 | 3 | - |
| Unit 3: Booking to move a box<br>- What do we call?<br>- Scope of cargo booking<br>- Air Waybill<br>- Regulated Agent<br>- Related Business Unit | 3 | 3 | - |
| Unit 4: Packaging<br>- Packaging Types<br>- Regulation concerned | 3 | 3 | - |

| Teaching Topics | Planned Hours | Actual Hours | If planned teaching hours differs from actual teaching hours more than 25%, specify reasons. |
|---|---|---|---|
| Unit 5: Cargo acceptance<br>- Checking<br>- Examine the packaging<br>- X-Ray | 3 | 3 | - |
| Unit 6: Preparation for departure<br>- Loading<br>- Palettes / Container<br>- Finishing | 3 | 3 | - |
| Unit 7: Arrival<br>- Acceptance<br><br>*(Blended the Research 'Low-cost Airline communication strategies')* | 3 | 3 | - |
| Unit 8: Palettes Unpacking<br>- Break Down<br>- Storage<br>- Handover | 3 | 3 | - |
| Unit 9: Document Procedures (Cargo and Mail)<br>- Outbound<br>- Inbound | 3 | 3 | - |
| Unit 10: Delivering to Consignee<br>- Retrieving<br>- Delivering | 3 | 3 | - |
| Blended Learning 'Cross culture within Air cargo training)' | 3 | 3 | - |
| Group presentation 'Dangerous Goods Learning Materials' Summarize & Quiz | 3 | 3 | - |
| Make-up class | 3 | 3 | - |

## 2. Teaching topics not covered as planned

Specify topics that are not 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 |
|---|---|---|
| Conversation in class each | Students did not have much | Assign students to read more |

| week. | time to practice conversations because each of them need time to think about vocabulary. | on the assigned topic and explain to class the next class meeting. Provide more activity in online course. |
|---|---|---|

**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 | |
| **1. 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 | √ | | - |
| **2. Knowledge** Understand the class material and be able to apply knowledge in real life. | 1. PowerPoint 2. Problem-Based Learning 3. Case Study 4. Pair Presentation 5. Individual Practicing 6. Group Presentation 7. Questions and Answers | √ | | - Some students have extremely limited ability in English.  - Need an extra attention in class. |

| 3. **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 conversations.<br><br>- Encourage students to use any technologies with WIFI access to attain the information. |
|---|---|---|---|---|
| 4. **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 conversations.<br><br>- Encourage students to use any technologies with WIFI access to attain the information. |
| 5. **Interpersonal Skills and Responsibilities** Role play Leadership Teamwork | 1. Group Discussion 2. Group Presentation | √ | | - Use team learning and students to do VDO presentation within the small groups follow their assigned topics. |

| 6. Numerical Analysis, Communication and Information Technology Skills<br>Communication<br>Use of IT skills | ๑. Students present their work by using interpersonal skills and technology.<br>๒. Students present their work by using proper terminologies of Airline communication in English.<br>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, should be more practicing. |

**Section 3**

**Summary of Teaching and Learning Results**

1. **Number of students registered for the course: 24 students**
2. **Number of students at the end of the semester: 24 students**
3. **Number of students who withdrew from the course: 0 students**
4. **Distribution of scores level (Grade)**

| Student's score as percentage | Grade | Total (67) | Percentage (100%) |
|:---:|:---:|:---:|:---:|
| 86 – 100 | A | 6 | 25.0 |
| 82 – 85 | A- | 9 | 37.5 |
| 78 – 81 | B+ | 5 | 20.8 |
| 74 - 77 | B | 2 | 8.3 |
| 70 – 73 | B- | 1 | 4.2 |
| 66 – 69 | C+ | 1 | 4.2 |
| 62 – 65 | C | 0 | 0.0 |
| 58 – 61 | C- | 0 | 0.0 |
| 54 – 57 | D+ | 0 | 0.0 |
| 50 - 53 | D | 0 | 0.0 |
| 46 - 49 | D- | 0 | 0.0 |
| 0 - 45 | F | 0 | 0.0 |
| | I | 0 | 0.0 |
| | W | 0 | 0.0 |

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 Individual presentation limited, extending more time in make-up class. | English conversation must pronounce clearly and students need more practice on speaking and reading comprehension. Especially online course. |
| --- | --- |

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 role, hard to discover their works on preparation the screenplay. | Students had different roles in VDO presentation, trust students to show their Moral and Ethics.<br>Some students were unable to use the mobile phone for online quiz due limitation of technology. |

## 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 English conversation in class. |

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**Section 4**

**Problems and Effects of Course Management**

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1. **Teaching resources and facilities problem**

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

| Problems | Impacts |
|---|---|
| There are too many ongoing problems of the other activities.<br>Limitation of student's technology equipment.<br>Attention for the online course. | It causes a slowdown the pace of learning and presentation. Sometimes need to manage time to complete the course efficiently. Online course may confuse the students in some information they missed. |

2. **Management and organization problem**

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

| Problems | Impacts |
|---|---|
| None | None |

<div align="center">**Section 5**

**Course Evaluation**</div>

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 Group project – VDO presentation about "Integrated Airline Culture" and the "Individual" presentation. Weakness : The students need to learn about appointment to be before meeting time. The students do not like online teaching method much. |

    1.2 Lecturer's opinion of student feedback

| |
|---|
| Great teamwork, they have tried their best efforts to be before appointed time. The online course do not get the attention from the students, they could not concentrate and remember things. |

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 for additional practice exercises on teacher's website. | Provide additional practice exercises that students can do at home via Google Classroom. |

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 an adjustment of the speed of the lecture in the classroom depends on the English ability of students and their prior knowledge of the subject matters.<br>- Use new teaching techniques such as group investigation<br>- Create more positive online learning environment. |

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. Theppaluk  Komolvanij**

**Submitted Date: December 7, 2023.**