



**TQF.5 Course Report**

**Course Code :** IAC2404

**Course Title :** Fares and Ticketing

**Credits :** 3 (3-0-6)

**Semester /Academic Year :** 1/2022

**Students :** Bachelor of Arts Program in Airline Business

**Lecturer(s) :** Mr. Theppaluk Komolvani

College of Hospitality Industry Management,  
Suan Sunandha Rajabhat University

## **Course Report**

**Institution** : Suan Sunandha Rajabhat University

**Campus/Faculty/Department** : College of Hospitality Industry Management, Airline Business

### **Section 1: General Information**

#### **1. Course Code and Title :**

IAC2404 Fares and Ticketing

#### **2. Pre-requisite (if any) :**

None

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

Mr. Theppaluk Komolvani

Student code: 63 Sections: 1, 2

#### **4. Semester and Academic Year**

Semester 1, Academic Year 2022

#### **5. Venue**


College of Hospitality Industry Management, Suan Sunandha Rajabhat University,  
Nakhonpathom Campus and Online

## Section 2 : Actual Teaching Hours Compared with Teaching



### Hours Specified in the Teaching Plan


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


Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
1	Introduction to Fares and Ticketing - Rules and Regulations in class - Ice Breaking - Individual and Group Assignment	Onsite / Online (Subject to change)	Google Meet	Mentimeter (What would you like to be in Airline Business?)  Powerpoint  Lecture Notes	Sign-in to the class  Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
	- <i>Morality live and learn</i> (Cause/Result/Change/Volunteer/ Economic sufficiency)				
2	Unit 1: Introduction to Fares and Ticketing - Historical perspective: Then and now - Discussion - Individual assignment – ‘3 Major Airport City codes reporter clip 1 minute with details of airport’ due before Mid-term - Group assignment – ‘Airline Fares and ticketing with Volunteer Planning) clip 3	Onsite / Online (Subject to change) (with On demand 1)	Google Meet	Powerpoint  Lecture Notes  Youtube Video (IATA Travel Industry - <a href="https://www.youtube.com/watch?v=VpQarN2dIn8&amp;t=1s">https://www.youtube.com/watch?v=VpQarN2dIn8&amp;t=1s</a> - On demand 1)  	Sign-in to the class Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
	minutes planning' due after midterm 2 weeks				
3	Unit 2: Airline transportation - From flying to commercial airline - Airline structure - Aircraft - Passenger types	Onsite / Online (Subject to change)	Google Meet	Powerpoint  Lecture Notes	Sign-in to the class  Sign-out off the class
4	Unit 3: Airline geography and terms - Geography - Flight and routing	Onsite / Online (Subject to change) (with On demand 2)	Google Meet	Powerpoint  Lecture Notes  Youtube Video (Traveller - <a href="https://www.youtube.com/watch?v=c-WOvPZ_P8I">https://www.youtube.com/watch?v=c-WOvPZ_P8I</a> - On demand 2)	Sign-in to the class  Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
					
5	Unit 4: Reservation review with Amadeus command - Amadeus Fare display - Basic Booking	Onsite / Online (Subject to change) (with On demand 3)	Google Meet	Powerpoint  Lecture Notes  Youtube Video (How Tour works - <a href="https://www.youtube.com/watch?v=2X0itsT2VN0&amp;t=2s">https://www.youtube.com/watch?v=2X0itsT2VN0&amp;t=2s</a> - On demand 3) 	Sign-in to the class  Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
6	Unit 5: Details of passengers - Passenger Name Record (PNR) - Reservation Booking Designator (RBD) - Class of travel	Onsite / Online (Subject to change) (with On demand 4)	Google Meet	Powerpoint  Lecture Notes  Youtube Video (Travel agencies - <a href="https://www.youtube.com/watch?v=_JfK7qySzDM&amp;t=1s">https://www.youtube.com/watch?v=_JfK7qySzDM&amp;t=1s</a> - On demand 4) <div data-bbox="1167 826 1350 1077"> <div>SCAN ME</div>  </div>	Sign-in to the class  Sign-out off the class
7	Unit 6: All about routing - Airline Geography - IATA Traffic Conference Areas (TC)	Onsite / Online (Subject to change)	Google Meet	Powerpoint  Lecture Notes	Sign-in to the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
	- Global Indicators (GI)	(with On demand 5)		<p>Youtube Video (GDS - <a href="https://www.youtube.com/watch?v=xF1OGj2MIEw&amp;t=1s">https://www.youtube.com/watch?v=xF1OGj2MIEw&amp;t=1s</a> - On demand 5)</p> <p>SCAN ME</p> 	Sign-out off the class
8	Mid-term Examination	Onsite / Online (Subject to change)	Google Meet		<p>Sign-in to the class</p> <p>Sign-out off the class</p> <p>Midterm Examination Paper</p>

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
10	Unit 7: Air fares - Passenger air tariffs (PAT) - Pricing Unit concepts (PU) <i>(Blended the Research 'Low-cost Airline communication strategies')</i>	Onsite / Online (Subject to change)	Google Meet	Powerpoint  Lecture Notes  Discussion	Sign-in to the class Sign-out off the class
11	Unit 8: Mileage system fares (FQD)	Onsite *Subject to change to Online	Direct Teaching  Moodle  *Google Meet	Powerpoint  Lecture Notes	Sign-in to the class Sign-out off the class
12	Unit 9: Introduction to currency conversion - FQC - FQN	Onsite *Subject to change to Online	Direct Teaching  Moodle  *Google Meet	Powerpoint  Lecture Notes	Sign-in to the class Sign-out off the class
13	Unit 10: Ticketing procedures	Onsite	Direct Teaching	Powerpoint	Sign-in to the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
		*Subject to change to Online	Moodle *Google Meet	Lecture Notes	Sign-out off the class
14	Blended Learning 'Airline Fares and ticketing with Volunteer Planning) clip 3 minutes planning'	Onsite *Subject to change to Online	Direct Teaching  Moodle  *Google Meet	Youtube Video  Discussion	Sign-in to the class Sign-out off the class
15	Group presentation VDO clip 'Airline Fares and ticketing with Volunteer Planning) clip 3 minutes planning' Summarize & Quiz	Onsite *Subject to change to Online	Direct Teaching  Moodle  *Google Meet	Presentation  Discussion	Sign-in to the class Sign-out off the class Quiz
16	Make-up class	Onsite *Subject to change to Online	Direct Teaching  Moodle	Discussion	Sign-in to the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
			*Google Meet		Sign-out off the class
17	Final Examination	Onsite / Online (Subject to change)			Sign-in to the class Sign-out off the class Final Examination Paper

**\*\* Problems and Suggestions (if any)**

The students' internet signal stability, the shortage of the students' internet usage. The students did not turn on the video due many reasons. The lecturers tried to invite all the students to show their ability by chatting.



## 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	
<b>1. Morals and Ethics</b> 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. 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.	✓	-	- Some students were arriving late for class, teaching them and giving some more assignments to practice.
<b>1. Knowledge</b> 1. Be able to understand the theories and important case studies taught. 2. Be able to provide an analysis and provide the solution to real world problems. 3. Be able to use knowledge integrated with other disciplines.	1. Direct instruction 2. Student-centered: Cooperative learning 3. Problem solving 4. Case Study 5. Individual Practicing 6. Group discussion 7. Group Performance 8. Questions and answers	✓	-	- Some students have extremely limited ability in English, assigned to read aviation news and report in class.  - Need an extra attention in class individually in some topic.

<p>3. Cognitive Skills</p> <ol style="list-style-type: none"> <li>1. Be able to gather and summarize information, and report.</li> <li>2. Be able to do self-study and sharing information to the class.</li> <li>3. Be able to solve problems from case studies.</li> </ol>	<ol style="list-style-type: none"> <li>1. Case Study</li> <li>2. Brainstorming</li> </ol>	✓	-	<ul style="list-style-type: none"> <li>- Students need to do reading practice more about English article and pronunciation.</li> <li>- Encourage students to use any technologies with WIFI access to attain the information.</li> </ul>
<p>4. Interpersonal Skills and Responsibilities</p> <ol style="list-style-type: none"> <li>1. Be able to communicate with foreigners in English and another language.</li> <li>2. Be able to use English to solve problems.</li> <li>3. Be able to initiate some new ideas and have leadership.</li> </ol>	<ol style="list-style-type: none"> <li>1. Group discussion</li> <li>2. Group performance</li> </ol>	✓	-	<ul style="list-style-type: none"> <li>- Use team learning and students to do group presentation with different role of duties assigned as a 'Airline Communication'</li> </ul>
<p>5. Numerical Analysis, Communication and Information Technology Skills</p> <ol style="list-style-type: none"> <li>1. Be able to use ICT skills and apply them.</li> <li>2. Be able to use ICT in the work place and apply numerical analysis in communication.</li> </ol>	<ol style="list-style-type: none"> <li>1. Students present their work by using interpersonal skills and technology.</li> <li>2. Students present their work by using proper terminologies of Airline communication in English.</li> <li>3. Students use all technologies to solve the problems during Teamwork assignments.</li> </ol>	✓	-	<ul style="list-style-type: none"> <li>- Use team learning as an example.</li> </ul>
<p>6. Learning Management Skills</p> <ol style="list-style-type: none"> <li>1. Be able to use learning skills and apply them to solve the problem.</li> </ol>	<ol style="list-style-type: none"> <li>1. Group research.</li> <li>2. Group performance.</li> </ol>	✓	-	<ul style="list-style-type: none"> <li>- Students are unable to manage for time-being as much accurate.</li> </ul>

#### **4. Suggestions for Improving Teaching Methods**

The students should be more educated in responsibility for their life in all aspects by teaching more about morality, on-time related issues, article reading and teamwork planning. Also, in English communication, should be more practicing both speaking and reading.

### Section 3 : Course Outcomes

**1. Number of registered students :** 46

**2. Number of students at the end of semester :** 46

**3 Number of students who withdrew (W) :** 0

**4. Grade distribution**

Grade	No. of students (1)	No. of students (2)	Total No. of students	Total Percentage
A	18	9	27	58.7
A-	-	8	8	17.4
B+	2	3	5	10.9
B	2	2	4	8.6
B-	-	1	1	2.2
C+	-	-	-	-
C	-	-	-	-
C-	-	-	-	-
D+	-	1	1	2.2
D	-	-	-	-
D-	-	-	-	-
F	-	-	-	-
Incomplete (I)	-	-	-	-
TOTAL	22	24	46	100.0

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

N/A

**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
-	-

**7. Verification of students' achievements**

Verification Method(s)	Verification Result(s)
1. Individual presentation was assigned to testing on Interpersonal skills, English speaking, Pronunciation and Presentation skills.	1. Most of the students were having a problem about pronunciation and unable to speak clearly.

2. Group performance were testing on Teamwork, English conversation and Interpersonal skills to solve the problems.	2. Most of the students were able to deliver the main message related what they have read and presented in their own idea. 3. Group presentation were successfully in teamwork, cooperation, solving problems in team.
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#### Section 4 : Problems and Impacts

##### 1. Teaching and learning resources

<b>Teaching Problems:</b> Covid-19 Pandemic was still regularly attacking and unstable situation	<b>Impacts on students' learning :</b> Change to mixed method teaching 100 percent
<b>Learning Resources Problems:</b> Change to online-teaching	<b>Impacts on students' learning :</b> Students lack of attention, the online equipment for students were not appropriate for learning.

##### 2. Administration and organization

<b>Problems from administration</b> N/A	<b>Impacts on students' learning</b> N/A
<b>Problems from organization</b> N/A	<b>Impacts on students' learning</b> N/A

## **Section 5 : Course Evaluation**

### **1. Results of course evaluation by students**

#### **1.1 Important comments from evaluation by students**

All aspects of knowledge were able to be used in the future as in the Airline service career. They need more exercise in crisis communication details but not too hard.

#### **1.2 Faculty members' opinions on the comments in 1.1**

Agreed to get more exercise.

### **2. Results of course evaluation by other evaluation methods**

#### **2.1 Important comments from evaluation by other evaluation methods**

Students evaluated team by themselves, they were happy to do so.

#### **2.2 Faculty members' opinions on the comments in 2.1**

Agreed.

## Section 6 : Improvement Plan

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

Improvement plan proposed in Semester 1 Academic year 2023 1. More practices with real situations and system. 2. More practices on conversation. 3. More practices on Airlines details. 4. Preparation for the Online Course	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.) 1. Preparation for the Mixed Method Course, 1/2023 replace with 50% onsite and 50% online.
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### 2. Other improvements

N/A

### 3. Suggestions for improvement for Semester 1 Academic year 2023

Suggestions	Time Frame	Responsible person
More practices with situations and system / conversations / English Daily conversation in office life / Crisis case study	Aug 2023	Mr.Theppaluk Komolvani

### Suggestions of faculty member(s) responsible for the course

More practices on English speaking for schedule planning discussion with the students on free time.

### Responsible Faculty Member/Coordinator:

Mr. Theppaluk Komolvani

Signature



Submission Date 15/December/2022

### Chairperson/Program Director: Mr. Theppaluk Komolvani

Signature



Receipt Date 15/December/2022