



TQF 5 Course Report

IAC1201 Introduction to Aviation Industry

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:

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| Section 4 | Problems and Effects of Course Management |
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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:** IAC1201 Introduction to Aviation Industry
2. **Pre-requisite:** None
3. **Responsible faculty, lecturer, and section:**
Airline Business 65 Group BKK/NPT By Mr. Theppaluk Komolvani
4. **Course semester/academic year:** Semester 1/2022
5. **Place of study:** College of Hospitality Industry Management, Suan Sunandha Rajabhat University, Nakhonpathom Campus

Section 2 : Actual Teaching Hours Compared with Teaching

Hours Specified in the 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.

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
1	Introduction to Aviation Industry course - Rules and Regulations in class - Ice Breaking - Individual and Group Assignment - <i>Morality live and learn</i> <i>(Cause/Result/Change/Volunteer/Economic sufficiency)</i>	Onsite / Online	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
2	Unit 1: Introduction to Aviation Industry - A trip to history - Discussion - Individual assignment – ‘Airline News reporter clip 1 minute with 3 vocabularies’ due before Mid-term - Group assignment – ‘Cross culture with Airline Volunteer Planning) clip 3 minutes planning’ due after midterm 2 weeks	Onsite / Online (with On demand 1)	Google Meet	Powerpoint Lecture Notes Youtube Video (Airline History - On demand 1)	Sign-in to the class Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
3	Unit 2: Evolution of aviation - From flying to commercial airline	Onsite / Online	Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
4	Unit 3: Airline Industry today - What is airline industry? - Scope of airline industry - Type of airline service - Schedule flight - Non schedule flight	Onsite / Online	Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
5	Unit 4: The Airplane and Flight - 'Four Forces' - Airplane parts - Aircraft Types - Phase of flight - Airplane manufacturer - Configuration	Onsite / Online (with On demand 2)	Google Meet	Powerpoint Lecture Notes Youtube Video (Aircraft Structure - On demand 2)	Sign-in to the class Sign-out off the class
6	Unit 5: Airline Management and Organization - Duties and responsibilities of the airline personnel	Onsite / Online (with On demand 3)	Google Meet	Powerpoint Lecture Notes Youtube Video (Airline Life - On demand 3)	Sign-in to the class Sign-out off the class
7	Unit 6: All about airport - Airport term - Airport Code and ICAO phonetics alphabet - Alliance in the world	Onsite / Online (with On demand 4)	Google Meet	Powerpoint Lecture Notes Youtube Video (Airport	Sign-in to the class Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
				Structure - On demand 4)	
8	Mid-term Examination	Onsite / Online (Subject to change)	Google Meet		Sign-in to the class Sign-out off the class Midterm Examination Paper
10	Unit 7: Within the airline - Flight crew duty - Cabin crew duty - Airline Customers <i>(Blended the Research 'Low-cost Airline communication strategies')</i>	Onsite / Online	Google Meet	Powerpoint Lecture Notes Discussion	Sign-in to the class Sign-out off the class
11	Unit 8: Air safety and security - Role of regulating agencies - Manufacturer responsibilities - Airside Safety - Safety in the air - Group assignment submission	Onsite (with On demand 5) *Subject to change to Online	Direct Teaching Moodle *Google Meet	Powerpoint Lecture Notes Youtube Video (Airline Safety - On demand 5)	Sign-in to the class Sign-out off the class
12	Unit 9: Future of Airline Industry - Industry overview and market - Threats to the Airline Industry	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: Travel Planner and Cultural Awareness - Baggage and Prohibited Items	Onsite *Subject to change to Online	Direct Teaching Moodle	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
	<ul style="list-style-type: none"> - Travel documents - Immigration - Security checkpoint - Boarding Gate - Duty Free - Custom & Quarantine 		*Google Meet		
14	Blended Learning 'Cross culture with Airline Volunteer 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 'Cross culture with Airline Volunteer 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 *Google Meet	Discussion	Sign-in to the class 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

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.

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. 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.

<p>1. Knowledge</p> <p>1. Be able to understand the theories and important case studies taught.</p> <p>2. Be able to provide an analysis and provide the solution to real world problems.</p> <p>3. Be able to use knowledge integrated with other disciplines.</p>	<p>1. Direct instruction</p> <p>2. Student-centered: Cooperative learning</p> <p>3. Problem solving</p> <p>4. Case Study</p> <p>5. Individual Practicing</p> <p>6. Group discussion</p> <p>7. Group Performance</p> <p>8. Questions and answers</p>	✓	-	<p>- Some students have extremely limited ability in English, assigned to read aviation news and report in class.</p> <p>- Need an extra attention in class individually in some topic.</p>
<p>3. Cognitive Skills</p> <p>1. Be able to gather and summarize information, and report.</p> <p>2. Be able to do self-study and sharing information to the class.</p> <p>3. Be able to solve problems from case studies.</p>	<p>1. Case Study</p> <p>2. Brainstorming</p>	✓	-	<p>- Students need to do reading practice more about English article and pronunciation.</p> <p>- Encourage students to use any technologies with WIFI access to attain the information.</p>
<p>4. Interpersonal Skills and Responsibilities</p> <p>1. Be able to communicate with foreigners in English and another language.</p> <p>2. Be able to use English to solve problems.</p> <p>3. Be able to initiate some new ideas and have leadership.</p>	<p>1. Group discussion</p> <p>2. Group performance</p>	✓	-	<p>- Use team learning and students to do group presentation with different role of duties assigned as a 'Airline Communication'</p>

5. Numerical Analysis, Communication and Information Technology Skills 1. Be able to use ICT skills and apply them. 2. Be able to use ICT in the work place and apply numerical analysis in communication.	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.
6. Learning Management Skills 1. Be able to use learning skills and apply them to solve the problem.	1. Group research. 2. Group performance.	✓	-	- Students are unable to manage for time-being as much accurate.

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.

Teaching topics not covered as planned	Effects to learning outcomes	Provide any suggestions
Conversation in class each week.	Students did not have much time to practice conversations because each of them need time to think about vocabulary.	Assign students to read more on the assigned topic and explain to class the next class meeting. Provide more activity in online course.

Section 3

Course Outcomes

1. Number of students registered for the course: 15 students
2. Number of students at the end of the semester: 15 students
3. Number of students who withdrew from the course: 0 students
4. Distribution of scores level (Grade)

Grade	No. of students (1-BKK)	No. of students (2-NPT)	Total No. of students	Total Percentage
A	-	-	-	-
A-	3	2	5	33.3
B+	-	2	2	13.3
B	-	1	1	6.7
B-	-	2	2	13.3
C+	2	2	4	26.7
C	-	-	-	-
C-	-	-	-	-
D+	-	-	-	-
D	-	-	-	-
D-	-	-	-	-
F	-	-	-	-
I	-	1	1	6.7
W	-	-	-	-
TOTAL	5	10	15	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
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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)
<ol style="list-style-type: none"> 1. Individual presentation was assigned to testing on Interpersonal skills, English speaking, Pronunciation and Presentation skills. 2. Group performance were testing on Teamwork, English conversation and Interpersonal skills to solve the problems. 	<ol style="list-style-type: none"> 1. Most of the students were having a problem about pronunciation and unable to speak clearly. 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.

Section 4 : Problems and Impacts

1. Teaching and learning resources

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

2. Administration and organization

Problems from administration N/A	Impacts on students' learning N/A
Problems from organization N/A	Impacts on students' learning 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 Komolvaniij

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 Komolvaniij

Signature



Submission Date 15/December/2022

Chairperson/Program Director: Mr. Theppaluk Komolvaniij

Signature



Receipt Date 15/December/2022