TQF 3
√   Bachelor's Degree
☐   Master's Degree

TQF3 Course Specification

Course Code: IAC 2311 **Course Title:** Chinese 2

Credits: 3 (3-0-6)

Program: Airline Business, International College

Suan Sunandha Rajabhat University

(SSRUIC)

Semester: 3 **Academic Year:** 2019

Summer Semester

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Section 1 General Information

1. Code and Course Title:

    English: IAL2311 Chinese 2

    Thai: IAL2311 -----

2. Credits: 3(3-0-6)

3. Curriculum and Course Category:

    3.1 Curriculum: Bachelor of Arts in Airline Business

    3.2 Course Category:

        ☐ General Education   Required Course

        ☐ Elective Course   ☐ Others ……………

    This course of Bachelor of Arts, International College, SSRU, is categorized in *Specialized Area Course: Cluster of Airline Business Core Courses.*

4. Lecturers Responsible for Course and Instructional:

    Course Lecturers:

    4.1 Lecturer responsible for Course: Dr. Dee Jean, ONG

    4.2 Instructional Course Lecturers: Dr. Dee Jean, ONG

5. Contact/Get in touch

    Room number: 305   Consultation hours: By appointment

    Tel: 098-914-3991   E-mail: dee.ong@ssru.ac.th

    Line: dj7.ong

6. Semester/Year of study

    6.1 Semester 3 Year of study 2019 (Summer Semester)

    6.2 Number of students enrolled: 120 Students

7. Prerequisite Course

None

8. Co-requisite Course:

None

9. Learning Location

International College, Suan Sunandha Rajabhat University,

Nakhon Pathom Education Center

10. Last Date for Preparing and Revising this Course:

June 26, 2020

Section 2 Objectives and Purposes

1. Course Objectives

At the end of this course, the student will reach to five domains in the following areas of performance:

1.1 Morals and Ethics

(1) Able to demonstrate on-time performance

(2) Able to demonstrate morality

(3) Able to demonstrate relevant morals in the organization and in daily life

1.2 Knowledge

(1) Able to understand the terminology, idiom, and structure of the Chinese language related to airline business

1.3 Cognitive Skills

(1) Able to demonstrate what the main idea of the course

(2) Able to understand and demonstrate in daily life

(3) Able to drill and apply Chinese comprehension skills in operations of airline business

1.4 Interpersonal Skills and Responsibility

(1) Able to demonstrate the related ideas with the team

1.5 Numerical Analysis, Communication and Information Technology Skills

(1) Able to use the Trainchinese App to learn Chinese by self-study

2. Objectives for Developing / Revising Course (content / learning process / assessment / etc.)

The frequency and level of student engagement will be assessed for the curriculum including multimedia, homework assignments, exams and textual content. Learning exercises and activities that result in higher student engagement will be adapted to future lessons.

Section 3 Course Structure

1. Course Outline

Develop skills in listening, understanding, speaking and writing Chinese for daily use knowledge of grammar and syntax, basic reading in the Chinese-speaking world or Chinese organization, composition practice, fundamentals of Mandarin phonology, language lab applications and audio-visual aids.

Thai: ----

2. Time Length per Semester (Lecture – hours / Practice – hours / Self Study – hours)

Lecture	Practice/ Field Work/Internship	Self-Study	Remedial Class
45 hours	0 hours	90 hours	3+ (if any)

3. Time Length per Week for Individual Academic Consulting and Guidance

(The lecturer responsible for course identifies the information, for example, 1 hour/week)

3.1 Self consulting at the lecturer's office: Room Number 305 International College Building, International College (Nakhonpathom Education Center/SSRU)

3.2 Consulting via office telephone/mobile phone: as above

3.3 Consulting via E-Mail: as above

3.4 Consulting via Social Media (Facebook/Twitter/Line): Facebook

3.5 Consulting via Computer Network (Internet/Web board): University website

Section 4 Developing Student's Learning Outcomes

1. **Morals and Ethics**

   1.1 Morals and Ethics to be developed

   - (1) Be able to deliver or complete the required task on 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 according to moral concepts and judgements

   1.2 Teaching Strategies

   o (1) Direct instruction

   o (2) Discussion

   1.3 Assessment Strategies

   o (1) Measurement of punctuality and attendance

   o (2) Measurement by quizzes

   o (3) Measurement by midterm and final examination

2. **Knowledge**

   2.1 Knowledge to be developed

   o (1) Chinese words, phrases and conversations used in the airport for ground services and in the cabin for in-flight services

   2.2 Teaching Strategies

   - (1) Direct instruction

   - (2) Cooperative learning

   - (3) Problem-based learning; Task-based learning

   2.3 Assessment Strategies

   o (1) Mid-term test

   o (2) Final test

   o (3) Cooperative learning evaluations

3. Cognitive Skills

3.1 Cognitive Skills to be developed

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

3.2 Teaching Strategies

o (1) Direct instruction

o (2) Cooperative learning

o (3) Problem-based learning; Task-based learning

3.3 Assessment Strategies

o (1) Cooperative learning evaluations

o (2) Direct instruction

o (3) Games

4. Interpersonal Skills and Responsibilities

4.1 Interpersonal Skills and Responsibilities to be developed

- (1) Be able to use interpersonal Chinese communication skills
- (2) Be able to collaborate in teams and solve problems
- (3) Demonstrate leadership

4.2 Teaching Strategies

o (1) Direct instruction

o (2) Cooperative learning

o (3) Group work activities

4.3 Assessment Strategies

o (1) Games

o (2) Show-and-tell

o (3) Reflection

o (4) Cooperative learning evaluations

o (5) Group work evaluations

5.   Numerical Analysis, Communication and Information Technology Skills

5.1 Numerical Analysis, Communication and Information Technology to be developed

- (1) Be able to use APP to self-study Chinese

5.2 Teaching Strategies

o   (1) Direct instruction and Group work activities

5.3 Assessment Strategies

o   (1) Quizzes and Group work evaluations

6. Other Domain

None

Remark: Symbol ● means 'major responsibility'

Symbol ○ means 'minor responsibility'

No symbol means 'no responsibility'

The above symbols were shown in 'Curriculum Mapping' of TQF 2. (Program Specification)

Learning Standards/Outcomes	Learning Activities	Learning Assessment
1. Morals and Ethics 1.1 Able to deliver or to complete a required task at appointed time	• Direct instruction • Cooperative learning • Task-based learning	• In-class Simulation • Quizzes • Examinations
2. Knowledge 2.1 Able to identify the proper theories and describe important case studies. 2.2 Able to provide an analysis and provide the solution to real	• Direct instruction • Cooperative learning • Task-based learning; Problem-based learning	• In-class Simulation • Quizzes • Examinations

Learning Standards/Outcomes	Learning Activities	Learning Assessment
world problems. 2.3 Able to organize self-study and sharing information to the class.		
3. Cognitive Skills 3.1 Able to gather and summarize information, and conduct research; 3.2 Self-study and sharing information to the class; 3.3 Able to solve problems from case studies.	• Direct instruction • Cooperative learning • Task-based learning; Problem-based learning	• In-class Simulation • Quizzes • Examinations
4. Interpersonal Skills and Responsibilities 4.1 Able to use interpersonal English communication skills. 4.2 Able to collaborate well in teams for problem solving. 4.3 Able to show leadership skills.	• Direct instruction • Cooperative learning • Task-based learning; Problem-based learning	• In-class Simulation • Quizzes • Examinations
5. Numerical Analysis, Communication and Information Technology Skills 5.1 Able to use APP (Trainchinese) to engage in self-study activities	• Direct instruction • Cooperative learning • Task-based learning; Problem-based learning	• In-class Simulation • Quizzes • Examinations

Section 5 Lesson Plan and Assessment

1.Lesson Plan

Week	Topic/Outline	Periods	Learning Activities and Medias
1 13/7 (M)	**Unit 1: Making a Reservation** • Making a reservation in person *Other topics:* - *Chinese Pinyin* - *Numbers* - *Countries* - *Talking about time* - *Basic Strokes* - *Writing*	3	• Lecture • Discussion • Games • Flashcards • Vocabulary sheet
2 14/7 (T)	**Unit 1: Making a Reservation** • Buying tickets at the ticket counter *Other topics:* - *Chinese Pinyin* - *Phone Numbers* - *Nationalities* - *Currency* - *Writing*	3	• Lecture • Discussion • Games • Flashcards • Vocabulary sheet
3 15/7 (W)	**Make up class (Replace WEEK 1 semester calendar)** Assignment 1: Ice-Cream Stick Characters Assignment 2: Vocab Tool	3	• Online
4 20/7 (M)	**Unit 2: Check-In** • Check-in baggage • Luggage ID Tag • Seat allocation *Other topics:* - *Writing* -	3	• Lecture • Discussion • Games • Flashcards • Vocabulary sheet

5 21/7 (T)	**Unit 2: Check-In** - Excess baggage - Oversize baggage *Other topics:* *Colors* *Hobbies* *Frequency of time* *Writing*	3	- Lecture - Discussion - Games - Flashcards - Vocabulary sheet
6 22/7 (W)	**Make up class (Replace Week 1 Semester calendar)** Online Presentation	3	==Online== - Presentation Assignment1 - Assignment 2
7 27/7 (M)	**Midterm-Test Review**	3	- Power point presentation - Discussion
8 29/7 (W)	**Make-up Class (replace 6/7 Monday)** **Midterm-Exam**	3	Paper test
9 3/8 (M)	**Unit 3: Boarding the Airplane** - Greeting the passengers - Storing the baggage at the overhead compartment - Removing baggage from the emergency exit	3	- Lecture - Discussion - Games - Vocabulary sheet
10 4/8 (T)	**Unit 4: Inflight Service** - Hand towels - Ear phones - Blanket - Beverages - Hot beverages - Meals	3	- Lecture - Discussion - Games - Vocabulary sheet

11 10/8 (M)	**Unit 5: Making Friends** • A casual conversation *Other topics:* - *Family members* - *Giving direction* *Recap and Revise* - *Countries* - *Nationalities* - *Hobbies* - *Frequency of time*	3	• Lecture • Discussion • Games • Flashcards • Vocabulary sheet
12 11/8 (T)	**Unit 6: Lost and Found** • Reporting a lost item • Retrieving a lost item *Other topics:* - *Shapes and sizes*	3	• Lecture • Discussion • Vocabulary sheet
13-14 12/8 (W)	Make up class (Replace 7/7) Group presentation	3	• <mark>Online</mark> • Group Assignment
15 17/8 (M)	**Final-Test Review**	3	• Power point presentation • Discussion
16 18/8 (T)	**Final Exam**	3	• Paper test

2. Learning Assessment Plan

Learning Outcomes	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
1 Morals and Ethics 1.1 Be able to deliver or to complete a required task at appointed time; 1.2 Be able to do the right thing according to the values, beliefs, and principles they claim to hold; 1.3 Be able to make decisions in business according to moral concepts and judgments.	• Attendance • Quizzes • Student behavior .	Throughout semester	10 %
2. Knowledge 2.1 Be able to identify the proper theories and describe important case studies; 2.2 Be able to provide an analysis and provide the solution to real world problems; 2.3 Be able to organize self-study and sharing information to the class.	• Quizzes • Midterm • Final • Group reports and presentations	Throughout semester	55 %
3. Cognitive Skills 3.1 The ability to gather and summarize information, and conduct research; 3.2 Self-study and sharing information to the class;	• Quizzes • Midterm • Final • Group reports and	Throughout semester	20 %

3.3 The ability to solve problems from case studies	presentations		
4. Interpersonal Skills and Responsibilities 4.1 Be able to use interpersonal English communication skills. 4.2 Be able to collaborate well in teams for problem solving. 4.3 Be able to show leadership skills.	• Quizzes • Group reports and presentations • Evaluate Chinese skills during class	Throughout semester	5 %
5. Numerical Analysis, Communication and Information Technology Skills 5.1 Be able to use IT to search for new knowledge and apply numerical analysis in communication with emphasis on practical and real life experiences, use statistics and mathematics to solve air transport business problems by using basic ICT skills and apply them daily.	• Quizzes • Group reports and presentations	Throughout semester	10 %

Section 6 Learning and Teaching Resources

1. Textbook and Main Documents

王静，王敏健，伊维，高雪丹，左凤兰，周凌（2012）民航汉语：飞往中国的航班。Civil Aviation Chinese: A Flight to China 北京：北京语言大学出版社

2. Important Documents for Extra Study

None.

3. Suggestion Information (Printing Materials/Website/CD/Others)

Keywords for searching:

Chinese for ground attendants, Chinese for flight attendants and Chinese for cabin crews

Section 7 Course Evaluation and Improvement

1.   Strategies for Course Evaluation by Students

Using survey questions to collect information from the students' opinions to improve the course and enhance the curriculum. Examples of questions:

1.1 Content objectives were made clear to the students.

1.2 The content was organized around the objectives.

1.3 Content was sufficiently integrated.

1.4 Content was sufficiently integrated with the rest of the first year curriculum.

1.5 The instructional materials used were effectively.

1.6 The learning methods appropriate assessed the students' understanding of the content.

1.7 Overall, Students are satisfied with the quality of this course.

2.   Strategies for Course Evaluation by Lecturer

2.1 Lecturers team observes the class and discusses the results as follow:

2.1 The lecturer is well prepared for class sessions.

2.2 The lecturer answers questions carefully and completely.

2.3 The lecturer uses examples to make the materials easy to understand.

2.4 The lecturer stimulated interest in the course.

2.5 The lecturer made the course material interesting.

2.6 The lecturer is knowledgeable about the topics presented in this course.

2.7 The lecturer treats students respectfully.

2.8 The lecturer is fair in dealing with students.

2.9 The lecturer makes students feel comfortable about asking question.

(10) Course assignment is interesting and stimulating.

(11) The lecturer's use of technology enhanced learning in the classroom.

2.2 The Director /Head of program construct assessment items to evaluate four dimensions of lecturer's competencies: teaching skills, organization and presentation of materials, management of the learning environment, and teaching attitudes.

3. Teaching Revision

Lecturer revises teaching/learning process based on the results from the students' survey questions, the lecturer team's observation, and classroom research.

4. Feedback for Achievement Standards

International College Administrator Committee monitor to assessment process and Grading.

5. Methodology and Planning for Course Review and Improvement

(1) Revise and develop course structure and process every two years.

(2) Assign different lecturers to teach this course to enhance students' performance.

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: IAC2311 Course Title: Chinese 2	●	○	○	○	●	○	●	○	○	●	○	○	●	○	○	-	-	-