TQF.3

☑ Bachelor's Degree

☐ Master's Degree

TQF.3 Course Syllabus

Course Code: IAC2303 Course Title : Airline Safety Management
Credits : 3(3-0-6)

Program: Airline Business International College
Suan Sunandha Rajabhat University
(SSRUIC)

Semester : 2 Academic Year :   2018

Section 1 General Information

1. Codes and Course Title:

Course Code: IAC 2303

Course Title (English): Airline Safety Management

Course Title (Thai): การบริหารความปลอดภัยสำหรับสายการบิน

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

3. Curriculum and Course Category:

3.1 Curriculum: Bachelor of Arts in Airline Business (English Program)

3.2 Course Category:

☐ General Education ☑ Required Course

☐ Elective Course ☐ Others …………

4. Lecturer Responsible for Course and Instructional Course Lecturer:

4.1 Lecturer Responsible for Course

(1) Mrs.Korawin Kungwola

(2) Ms. Nisara Paethrangsi

5. Contact/Get in Touch

(1) Room Number 304   Tel. 063-9914288 E-mail:Korawin.ku@ssru.ac.th

(2) Room Number 304 Tel. 091-4242454 E-mail: leknisara@gmail.com

6. Semester/Year of Study

6.1 Semester: 2 Year of Study: 2018

6.2 Number of the Students enrolled:

7. Prerequisite Course

Course Code: ……………….. Course Title…………….. or None

8. Co-requisite Course:(If any)

Course Code: ……………….. Course Title…………….. or None

9. Learning Location

Nakhon Pathom Learning Center

9. Last Date for Preparing and Revising this Course:

Date: 15 December 2018

Section 2 Aims and Objectives

1. Course Aims

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) Be able to deliver or to complete a required task at or the 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 Knowledge
  (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.

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

1.4 Interpersonal Skills and Responsibility
  (1) Be able to communicate in English

  (2) Be able to use English to solve airline business problem regarding safety management system.

  (3) Initiate some airline safety management ideas and have leadership.

1.5 Numerical Analysis, Communication and Information Technology Skills
  (1) Be able to use basic ICT skills and apply them to daily life,
  (2) Be able to use statistics and mathematics to solve business problems,
  (3) Be able to use IT to search for new knowledge and apply numerical analysis in communication with emphasis on practical and real life experiences.

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 Characteristics and Operation

1. Course Outline

The course focuses on the airline safety knowledge concerning relevant elements to ensure passenger safety in a preventive approach. The information contained in this subject includes accident causation/prevention, introduction to Safety Management System (SMS), components, IATA and Safety Management, safety-risk management hazard analysis, safety deficiencies, implementing the SMS, safety management of change, operating the SMS, proactive safety measurement, evaluating the SMS, regulating the SMS and safety dialogue.

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

Lecture (hours)	Remedial Class (hours)	Practice/ Field Work/Internship (hours)	Self Study (hours)
45	Upon request		90

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

3.1 Self-consulting at the lecturer's office: Room Number 304, SSRUIC Building (Nakhon Pathom Education Center)
3.2 Consulting via office telephone/mobile phone 0639914288, 0914242454
3.3 Consulting via E-mail: korawin.ku@ssru.ac.th, leknisara@gmail.com
3.4 Consulting via Social Media: Line ID nokmek, FB:Lekpaeth
3.5 Consulting via Computer Network
Website:http://www.teacher.ssru.ac.th/korawin

Website:http://www.teacher.ssru.ac.th/nisara

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 to complete a required task at the 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 Teaching Strategies

    (1) The team of students will help to remind other team members to be on time.

    (2) Provide an example of integrity in classroom such as no plagiarism.

    (3) Provide a case study that explains airline business ethics.

    1.3 Assessment Strategies

    (1) Class attendance, class participation and behavior in class.

    (2) Students are able to apply their knowledge in practice i.e. airline safety campaign week, safety exhibition.

    (3) Evaluate from students responsibilities on their contribution on group project.

2. **Knowledge**

    2.1 Knowledge to be developed

    - (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 Teaching Strategies

    (1) Use case studies analysis learning

    (2)   Use cooperative learning techniques.

    (3)   Invite guest speaker who is an expert in the safety management in aviation business.

2.3 Assessment Strategies

    (1)   Test, midterm examination, and final examination.

    (2)   Self-study and task assignment that sharing to the class.

    (3)   The ability to solve problem, evaluate risks and create safety promotion.

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 to the class
- (3) The ability to solve problems from case studies.

3.2 Teaching Strategies

    (1)   Group presentation

    (2)   Participation in competitions

    (3)   Problem base learning

3.3 Assessment Strategies

    (1)   Evaluate individually and group project

    (2)   Class activities and discussion and personal involvement

4.   Interpersonal Skills and Responsibilities

4.1 Interpersonal Skills and Responsibilities to be developed

- (1) Be able to communicate in English
- (2) Be able to use English to solve airline business problem regarding safety management system.
- (3) Initiate some airline safety management ideas and have leadership.

4.2 Teaching Strategies

    (1)   Allow students with work in unfamiliar situation with new team members…

    (2)   Practice safety awareness and encourage / communicate with people concerned

  (3) Use proper business English to communicate in class and with lecturers.

4.3 Assessment Strategies

  (1) How students participate in team work.

  (2) How student use English regards safety management on their presentation

5. Numerical Analysis, Communication and Information Technology Skills

5.1 Numerical Analysis, Communication and Information Technology to be developed

- (1)) Be able to use basic ICT skills and apply them to airline safety management system.
○ (2) Be able to use statistics and mathematics to solve business problem.
○ (3) Be able to use ICT in the work place and apply numerical analysis in communication airline safety management system.

5.2 Teaching Strategies

  (1) Use case studies and allow students to implement their knowledge of statistics and mathematics to identify and evaluate risks

  (2) Use activities e.g. safety promotion exhibition.

  (3) Students form teams and do assigned project that required two ways communication and develop their social skills.

5.3 Assessment Strategies

  (1) Evaluate the correct application of statistics and mathematics to analyze case studies

  (2) Evaluate students' ability to present their project or exhibition

  (3) Evaluate students' ability to use computer do their project.

Remark: Symbol ● means 'major responsibility'

  Symbol ○ means 'minor responsibility'

  No symbol means 'no responsibility'

Section 5 Lesson Plan and Assessment

1. Lesson Plan

Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
1	Introduction to course Unit 1: Safety Management Fundamentals - Acronyms & Abbreviation - The concepts of safety - The evolution of safety	3	- Student centered - Cooperative learning - Power point - Individual and Group Assignment	Ms. Korawin Ms. Nisara
2	Unit 2: Organization Safety Culture - Flexible culture - Learning culture - Informed culture - Reporting culture - Just culture	3	- Student centered - Cooperative learning - Case study from You tube -Power point -Individual Presentation "Safety First"	Ms. Korawin Ms. Nisara
3	Unit 3: ANNEX 19 ICAO safety management SARPS .	3	- Student centered - Cooperative learning - Case study from You tube - Power point - Individual Presentation "Safety First"	Ms. Korawin Ms. Nisara
4	Unit 4: ICAO Framework: Components of an SMS - Safety policy & objectives - Safety risk management - Safety assurance - Safety promotion	3	- Student centered - Cooperative learning - Case study from Youtube - Power point - Individual Presentation "Safety First"	Ms. Korawin Ms. Nisara

Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
5	Unit 5: Hazard Identification • Understanding hazard • Identification • Prioritization	3	- Student centered - Cooperative learning - Case study from You tube - Power point - Individual Presentation "Safety First"	Ms. Korawin Ms. Nisara
6	Unit 6: Risk Management and evaluation	3	Student centered - Cooperative learning - Case study from You tube - Power point - Individual Presentation "Safety First	Ms. Korawin Ms. Nisara
7	Midterm	3	Midterm paper	Ms. Korawin Ms. Nisara
8	Unit 7: Accident and Incidents notification and report • Safety Report -Procedures -Investigation - tools • Safety Requirement	3	- Student centered - Cooperative learning - Case study from You tube - Power point - Individual Presentation "Safety First"	Ms. Korawin Ms. Nisara
9	Unit 8: Theory of Safety Management • Swiss cheese model • SHELL model (components and interfaces) • Concept of accident causation	3	- Student centered - Cooperative learning - You tube case study - Power point - Individual Presentation "Safety First"	Ms. Korawin Ms. Nisara
10	WORK SHOP Theory of Safety Management	3	Group presentation and discussion	Ms. Korawin Ms. Nisara

Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
11	Unit 9: Safety Implementation; Emergency Situations • Types of Emergency landings • Emergencies Landing Preparations • Evacuation Equipment	3	- Student centered - Cooperative learning - Case study from You tube - Power point - Individual Presentation "Safety First"	Ms. Korawin Ms. Nisara
12	Unit 10: Turbulence/ Fire / Decompression • Definition and terms in airline safety	3	- Student centered - Cooperative learning - Case study from You tube -Power point	Ms. Korawin Ms. Nisara
13	Unit 11: Emergency equipment and how to use	3	-Student centered - Individual practice with equipment	
14	First Aids • CPR Practice	3	- Guest Speaker - Individual Practice	CPR team
15	Students Presentation of Airline Passenger Safety Awareness	3	Group Presentation and role play	Ms. Korawin Ms. Nisara
16	Final Examination	3	EXAM PAPER	

2. Learning Assessment Plan

	Learning Outcome	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
1	**Morals and Ethics** (1) Be able to deliver or to complete a required task at the 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	Attendance criteria.	Every week	10%

	Learning Outcome	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
	and judgments.			
2	**Knowledge** (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.	1. Test, midterm examination, and final examination. 2. Self –study and task assignment that sharing to the class.	Week 8 & 16	50%.
3	**Cognitive Skills** (1) The ability to gather and summarize information, and conduct research. (2) Self- study and sharing information to the class, (3) The ability to solve problems from case studies.	-Case studies analysis, - communication exercise	Throughout semester	20%
4	**Interpersonal Skills and Responsibilities** (1) Be able to communicate in English (2) Be able to use English to solve airline business problem regarding safety management system. (3) Initiate some airline safety management ideas and have leadership.	- Cooperative learning - Group discussion	Throughout semester	10%
5	**Numerical Analysis, Communication and Information Technology Skills** (1) Be able to use basic ICT skills and apply them to airline safety management system. (2) Be able to use statistics and mathematics to solve business problem. (3) Be able to use ICT in the work place and apply numerical analysis in communication airline safety management system.	- Project & Communication	Throughout semester	10%

Section 6 Learning and Teaching Resources

1. Textbook and Main Documents

International Air Transport Association (IATA). (2013).Airline Cabin Crew Training Course Textbook. (2nded.). Montreal, Canada: IATA Training & Development Institute.

International Air Transport Association (IATA). (2012). Introduction to the Airline Industry Course Textbook. (1sted.). Montreal, Canada: IATA Training & Development Institute.

International Air Transport Association (IATA). (2012). Ground Operations Management Course Textbook. (1sted.). Montreal, Canada: IATA Training & Development Institute.

Wells, A.& Clarence, C. (2004). Commercial Aviation Safety (4thed.). USA.: RR Donnelley.

Wood. R. (2003). Aviation Safety Programs: A Management Handbook (3rded.).
Washington: Jeppesen Sanderson Inc.

2. Important Documents for Extra Study

Lee, K.H., Stewart, M. & Kao, L.H. (2006). Development of Utilities to Assess Airline Cabin Safety Culture. Research Report. Retrieved August 30, 2013, from http:// www.asasi.org/papers/2006/ Cabin_safety_culture_Lee_Stewart_Kao.pdf

Liao, M.Y. (2013). An Evaluation of an Airline Cabin Safety Education Program for Elementary School Children. Research Report. Retrieved December 15, 2013, from http:// www.ncbi.nlm.nih.gov/pubmed/24286820

Chang, Y.H, & Yang, H.H. (2011). Cabin Safety and Emergency Evacuation: Passenger Experience of Flight CI-120 Accident. Science Direct: An electronic journal. Retrieved August 31, 2013, from http: // www.sciencedirect.com/science/article/pii/ S0001457510003866

Chang, Y.H., &Liao, M.Y. (2008). Air Passenger Perceptions on Exit Row Seating and Flight Safety Education. Journal of Safety Science, 46 (10), 1459-1468. Retrieved December 14, 2013, from http://www.sciencedirect.com/ science/article/pii/ S0925753507001725

Chang, Y.H., & Liao, M.Y. (2010). Airline Passenger's Awareness of and Preferred Source of Cabin Safety Information. Asia Pacific Management Review 15(4) 533-547. Retrieved August 22, 2013, from http://apmr.management.ncku.edu.tw/comm/updown/ DW101221 3791.pdf

Chang, Y.H., & Liao, M.Y. (2010). A Comparison of Cabin Safety Awareness among Airline Passengers in Taiwan and Mainland China. Retrieved December 28, 2013, from http://www. jstor.org/discover/10.2307/ 40904821?uid =3739136&uid =2134&uid=2&uid=70&uid=4&sid=21104531778983

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

www.dtic.mil *(search for PDF file name "Crew Resource Management: An Introductory Handbook")*

Australian Transport Safety Bureau. (2006). Public Attitudes, Perceptions and Behaviors towards Cabin Safety Communications. Research Report.

Retrieved December 15, 2013, from http://citeseerx.ist. psu.edu/ viewdoc/summary?doi=10.1.1.73.6027

Boeing Company (2013). Aviation Safety: Boeing and Aviation Safety. Retrieved September 10, 2013, from http://www.boeing. com/ boeing / commercial/ safety/faq. page# FAQ12

Civil Aviation Safety Authority (CASA) (2013). Advice for Air Travelers: On the Aircraft. Retrieved December 28, 2013, from http://www.casa.gov.au/ scripts /nc.dll?WCMS: STANDARD: 1001: pc=PC_91472

Federal Aviation Administration (FAA) (2013). Passenger Safety Information Briefing and Briefing Cards.An electronic journal. Retrieved December 28, 2013, fromhttp://www.ecfr.gov/cgi-bin/text-idx?SID=1d23d802846f5490dd162 6f6fa59 2bb4 &node = 14:3.0.1.1.7.20.3.29&rgn=div8

Fennell, P.J., & Muir, H.C., (1992). Passenger attitudes towards airline safety information and comprehension of safety briefings and cards.Retrieved December 12, 2013, from http://www.sciencedirect.com/science/article/pii/S0925753507001725

Graaff, A., (2001). Aviation Safety, an Introduction. Science Direct: An electronic journal. Retrieved August 22, 2013, from http://www. sciencedirect.com/science/article/pii/ S1290095801900954#

National Transportation Safety Board (NTSB). (2000). Safety study: Emergency evacuation of commercial airplanes. Research Report. Retrieved December 15, 2013, from http://www.ntsb.gov/ doclib/safetystudies/SS0001.pdf

The Asia-Pacific Cabin Safety Working Group (CSWG). (2006). Survive the Crash and Live. Retrieved August 22, 2013, from: http://www.asasi.org/apcswg/ survive_the_crash.htm

Thai Airways. (2014). Company Profile.Retrieved January 10, 2014, from http://thai. listedcompany.com/misc/. PRESN/20130329 -THAI-AnalystBriefing4Q2012-02.pdf

Transport Canada. (2011). Air Transport: Wear your seat belt. Retrieved November 24, 2013, from http://www.tc.gc.ca/eng/air-passengers-seat-belts-567.htm

Transport Canada. (2012). Cabin Safety Program: Goal of cabin safety. Retrieved July 14, 2013, from http://www.tc.gc.ca/eng/ civilaviation/standards/commerce-cabinsafety-program-200.htm#goal

Wikipedia (2013).Pre-flight safety demonstration. Retrieved July 15, 2013, from http://en. wikipedia.org/wiki/Pre-flight_safety_demonstration

Section 7 Course Evaluation and Revising

1. **Strategies for Course Evaluation by Students**

   Using survey questions to collect information from students' opinion to improve the course and enhance the curriculum.

2. **Strategies for Course Evaluation by Lecturer**

   Exam result and observation

3. **Teaching Revision**

   Classroom research

4. **Feedback for Achievement Standards**

   Evaluation based on quizzes, paper, presentation, semester paper

5. **Methodology and Planning for Course Review and Improvement**

   Encourage the students to do essential and external reading and submit paper and

   presentation on time. Find further study and information related to this course in

   library as well as internet.

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 IAL 3306 Course Title Airline Safety Management	●	○	○	●	○	●	●	○	○	○	●	○	●	○	○			