



TQF.3

Bachelor's Degree

Master's Degree

## **Course Specification**

Course Code: IAC1202

Course Title: English for Airline Operations and Management

Credits: 3 (3-0-6)

Program: Bachelor of Arts in Airline Business

International College

Suan Sunandha Rajabhat University

(SSRUIC)

Semester: 2

Academic Year: 2017

---

## Section 1 General Information

### 1. Code and Course Title:

Course Code: IAC1202

Course Title (English): English for Airline Operations and Management

Course Title (Thai): ภาษาอังกฤษสำหรับการปฏิบัติการบินและการจัดการ

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

### 3. Curriculum and Course Category:

3.1 Curriculum: Offer in International College, Bachelor of Arts in Airline Business sequencer

3.2 Course Category:

General Education

X Required Course

Elective Course

Others .....

### 4. Lecturer Responsible for Course and Instructional

#### Course Lecturer (s) :

4.1 Lecturer Responsible for Course:

Mrs. Korawin Kungwola

Mr. James Todd Whitaker

### 5. Contact/Get in Touch

Room Number: 304

Mrs. Korawin Kungwala

Tel: 034 964 934

E-mail: [Korawin.ku@ssru.ac.th](mailto:Korawin.ku@ssru.ac.th)

Mr. James Todd Whitakers

Tel: 034 964 934

### 6. Semester/ Year of Study

6.1 Semester: 2 Year of Study 2017

6.2 Number of the students enrolled: 8 classes (25 students/ class)

---

**7. Pre-requisite Course (If any)**

None

**8. Co-requisite Course (If any)**

None

**9. Learning Location**

International College, Rajabhat Suan Sunandha University, Salaya  
Campus

**10. Last Date for Preparing and Revising this Course:**

15 December 2017

---

## **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) Academic honesty
- (2) Personal discipline, integrity, and responsibility
- (3) The ability to do the right thing according to values

beliefs, and principles they claim to hold.

#### 1.2 Knowledge

- (1) Basic understanding of information system theories and knowledge relevant to aviation industry
- (2) The ability to provide an analysis and provide the solution to real practice in information system
- (3) The ability to use aviation knowledge integrated with other disciplines.

#### 1.3 Cognitive Skills

- (1) Development of analytical of work
- (2) Self-study and sharing information from case studies
- (3) The ability to solve problems from case studies

#### 1.4 Interpersonal Skills and Responsibility

- (1) Ability on Information technology skills
- (2) Ability to calculate on mathematic for business skills
- (3) Ability to use ICT skills and apply them to daily life

#### 1.5 Numerical Analysis, Communication and Information Technology Skills

- (1) Development of communication and information technology skills
-

(2) Ability to communicate in English

(3) Ability to use ICT skills and apply them to daily life

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

This course provides a broad introductory understanding of information systems, seen within organizational and societal contexts. The aim is to provide students with an appropriate balance of technical and organizational perspectives to serve as the basis for further study in the field.

## Section 3 Characteristics and Operation

### 1. Course Outline

English: Terminology, idiom, and structure of English related to Airline Operations and Management. Appropriate English level to harmonize with the situation, environment, and circumstance. Reading, writing, listening and speaking English associated with Airline Operations and Management. Practice communication between Flight Operations personnel and Pilot-In-Command (PIC), and Air Traffic Controller (ATC), as well as cargo & catering operations.

**Thai:** คำศัพท์เฉพาะทาง สำนวนและโครงสร้างที่เกี่ยวข้องกับการปฏิบัติการบิน สินค้าทางอากาศ การเตรียมอาหารขึ้นเครื่อง การเลือกใช้ภาษาที่เหมาะสมในแต่ละสถานการณ์ สภาพแวดล้อมและเหตุการณ์ต่างๆ รวมถึงการอ่าน เขียน ฟังและพูดภาษาอังกฤษ การสื่อสารระหว่างบุคลากรการบิน กับนักบิน และฝ่ายควบคุมการจราจรทางอากาศ การขนส่งสินค้าและการปฏิบัติการการเตรียมอาหารขึ้นเครื่อง

### 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)
48	3+ (if any)	0	96

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

- Self consulting at the lecturer's office:  
Room Number 304 Mon 12.00-13.00 International College,  
Nakhonpathom Education Center
  - Consulting via E-Mail:  
Korawin.ku@ssruic.ac.th
-

## **Section 4 Developing Student's Learning Outcomes**

### **1. Morals and Ethics**

#### **1.1 Morals and Ethics to be developed**

- (1) Academic honesty
- (2) Personal discipline, integrity, and responsibility

#### **1.2 Teaching Strategies**

- (1) Lecture
- (2) Participation in class
- (3) Group discussion
- (4) Problem-based learning

#### **1.3 Assessment Strategies**

- (1) Written examinations
- (2) Group assignment

### **2. Knowledge**

#### **2.1 Knowledge to be developed**

- (1) Understanding of English used in all stages of airline operations and ability to demonstrate effective communication in different cases in airline operations

#### **2.2 Teaching Strategies**

- (1) Lecture
- (2) Participation in class
- (3) Group discussion
- (4) Problem-based learning

#### **2.3 Assessment Strategies**

- (1) Written examinations
  - (2) Group assignment
-

### **3. Cognitive Skills**

#### **3.1 Cognitive Skills to be developed**

- (1) Development of analytical and critical thinking skills

#### **3.2 Teaching Strategies**

- (1) Lecture
- (2) Participation in class
- (3) Group discussion
- (4) Problem-based learning

#### **3.3 Assessment Strategies**

- (1) Written examinations
- (2) Group assignment

### **4. Interpersonal Skills and Responsibilities**

#### **4.1 Interpersonal Skills and Responsibilities to be developed**

- (1) Ability to work individually and as a part of team

#### **4.2 Teaching Strategies**

- (1) Lecture
- (2) Participation in class
- (3) Group discussion
- (4) Problem-based learning

#### **4.3 Assessment Strategies**

- (1) Written examinations
- (2) Group assignment

### **5. Numerical Analysis, Communication and Information**

#### **Technology Skills**

#### **5.1 Numerical Analysis, Communication and Information**

#### **Technology to be developed**

- (1) Development of communication and information technology skills
-



- (2) Ability to communicate in English

### **5.2 Teaching Strategies**

- (1) Lecture
- (2) Participation in class
- (3) Group discussion
- (4) Problem-based learning

### **5.3 Assessment Strategies**

- (1) Written examinations
  - (2) Group assignment
-

## Section 5 Lesson Plan and Assessment

### 1. Lesson Plan

Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
1	Introduction to air communications	6	<ul style="list-style-type: none"> <li>Lecture and group discussion</li> <li>Student-centered: Constructivist approaches</li> </ul>	Mrs. Korawin/ Mr. James Todd Whitakers
2	Aeronautical communications Pre-flight	6	<ul style="list-style-type: none"> <li>Lecture and group discussion</li> <li>Student-centered: Problem-based learning approaches</li> </ul>	Mrs. Korawin/ Mr. James Todd Whitakers
3	Ground movements Departure, climbing, and cruising  Aeronautical communications	6	<ul style="list-style-type: none"> <li>Lecture and group discussion</li> <li>Student-centered: Problem-Based learning</li> </ul>	Mrs. Korawin/ Mr. James Todd Whitakers
4	<b>Midterm test</b> En route events Aeronautical communications	6	<ul style="list-style-type: none"> <li>Paper and pencil test (2 hours)</li> <li>Student-centered: Problem-Based learning</li> </ul>	Mrs. Korawin/ Mr. James Todd Whitakers

---

5	Contact and approach Aeronautical communications	6	<ul style="list-style-type: none"> <li>• Lecture and group discussion</li> <li>• Student-centered: Problem-Based learning</li> </ul>	Mrs. Korawin/ Mr.James Todd whitakers
6	Landing Aeronautical communications	6	<ul style="list-style-type: none"> <li>• Lecture and group discussion</li> <li>• Student-centered: Problem-Based learning</li> </ul>	Mrs. Korawin/ Mr.James Todd whitakers
7	On the ground Aeronautical communications	6	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Student-centered: Problem-Based learning</li> <li>• Group presentation</li> </ul>	Mrs. Korawin / Mr.James Todd whitakers
8	<b>Summary</b>  <b>Final term Examination</b>	6	<ul style="list-style-type: none"> <li>• Paper and pencil test</li> </ul>	Mrs. Korawin/ Mr.James Todd whitakers

## 2. Learning Assessment Plan

	<b>Learning Outcome</b>	<b>Assessment Activities</b>	<b>Time Schedule (Week)</b>	<b>Proportion for Assessment (%)</b>
1	<b>Morals and Ethics</b> - Academic honesty - Personal discipline, integrity, and responsibility	Attendance Written examinations, group	Throughout the semester	10%

---

		assignment		
2	<b>Knowledge</b> - Basic understanding of psychology main theories and knowledge relevant to service industry	Written examinations, group assignment	Throughout the semester	40%
3	<b>Cognitive Skills</b> - Development of analytical and critical thinking skills	Written examinations, group assignment	Throughout the semester	20%
4	<b>Interpersonal Skills and Responsibilities</b> - Ability to work individually and as a part of team	Written examinations, group assignment	Throughout the semester	20%
5	<b>Numerical Analysis, Communication and Information Technology Skills</b> - Development of communication and information technology skills - Ability to communicate in English	Written examinations, group assignment	Throughout the semester	10%

---

## **Section 6 Learning and Teaching Resources**

### **1. Textbook and Main Documents**

Ellis, S. & Gerighty, T. (2008). *English for Aviation for Pilots and Air Traffic Controllers*. Oxford: Oxford University Press.

### **2. Important Documents for Extra Study**

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

#### **Keywords for searching:**

Airline Operations, Airline Management, English Skills, English Learning, Cargo Operations

---

## **Section 7 Course Evaluation and Revising**

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

Student evaluation and suggestions for improvement to the course

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

Examinations, assignments, and group discussion results

### **3. Teaching Revision**

Student evaluation and suggestions for improvement to the course

### **4. Feedback for Achievement Standards**

Review by self, students, and Division Standards Committee

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

Review by self, students, and Division Standards Committee

---

**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		
	●Major Responsibility									○Minor Responsibility								
Course Category: Elective course	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3
Course Code: IAL 1202 Course Title: English for Airline Operations and Management	●	●		●			●			●			●	●				