



## **TQF. 3 Course Syllabus**

**Course Title** : IAL3404 English for Airline Career Preparation

**Credits** : 3(2-2-5)

**Semester** : 2 **Academic Year** : 2558

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

**International College, Suan Sunandha Rajabhat University**

**(SSRUIC)**

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## **Section 1 General Information**

**1. Codes and Course Title:** IAL3404 English for Airline Career Preparation

**2. Credits:** 3(2-2-5)

**3. Curriculum and Course Category:**

3.1 Offered in Bachelor of Arts

3.2 Offered in Airline Business Free Elective Course

**4. Lecturer (s):**

Mr. Taksina Bunbut

Tel. 034-964946      E-mail: [taksina.ssruc@gmail.com](mailto:taksina.ssruc@gmail.com)

**5. Year / Semester**

Student Year 3 / Semester 2/2558

**6. Prerequisite Course**

None

**7. Co-requisite Course:**

None

**8. Learning Location**

International College Building, Nakhon Pathom Education Center

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

November 01, 2015

## Section 2 Aims and Objectives

### 1. Course Aims

English for Airline Career Preparation aims to give students confidence in using proper English at every stage of the job interview. This course shows into five parts, including Research, Prepare, Apply, Attend, and Q&A Survival Guide.

- Part One offers valuable direction on the importance of “doing your research” when going after a position in any industry.

- Part Two examine the psychology and image appearance aspects of the interview experience.

- Parts Three, Four and Five explore virtually every facet of the pre through post interview process.

This course also provides the students with the opportunity to interact with the lecturer, including tip lists, quick quizzes, and scenarios. The airline job interview workshop will be set for all students in order to improve their personal grooming, presentation, communication and body language.

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

At the end of this course, the student will possess to cognitive domain, psychomotor domain, and affective domain in the following areas of performance:

- 1.1 To develop the English structure to support the official writing.
- 1.2 To understand the method of how to choose the appropriate English writing and speaking to harmonize with the situation, environment and circumstance.
- 1.3 To emphasize on drill upon reading, writing, listening and speaking English associated with job applying.
- 1.4 To understand the interview process and requirements, including cover letter, resume, personal presentation, and interview skills.
- 1.5 To improve personal grooming, presentation, communication and body language.

## Section 3 Course Structure

### 1. Course Outline

Development English Structure on airline communication, the method of appropriate English to harmonize situation, environment and circumstance, emphasize on reading, writing, listening and speaking English, associated with job applying. Concentrate on communication, interview and development various technique of interview

### Additional details

English for Airline Career Preparation provides simulation of job interview, self preparation, self evaluation, and airline job application process.

- The “Research” helps students to understand the job and the importance of English in airline business. This will motivate them to prepare the necessary information.

- The “Prepare” helps students to discover themselves and change their attitude to fit the career in airline business.

- The “Apply” tells students to impress the interviewer by a winning cover letter, a compelling CV/resume, powerful application, and polished photographs.

- The “Attend” teaches students to make an impression when they attend the interview. They will learn what to wear and how to dress for the interview for both men and women. The Attend also tells student for what happens at airline interviews.

- “Q&A Survival Guide” provides list of the possible interviewer “scenario questions”, accompanied by explanations of what interviewer is trying to uncover with each question and suggested responses.

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

Lecture	Practice/ Field Work/Internship	Self Study	Remedial Class
15 Hours	15 Hours	30 Hours	Upon request

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

- Students contact lecturer by e-mail, phone, line, and web board of course.

- One hour per week, students may make appointment to see the lecturer on Wednesday, 1 – 4 pm.

### Section 4 Developing Student's Learning Outcomes

<b>Learning Standards/Outcomes</b>	<b>Learning Activities</b>	<b>Learning Assessment</b>
<p><b>1. Ethics and Morals</b></p> <p>Understand discipline of people who work in Airline business and their culture.</p>	<ol style="list-style-type: none"> <li>1. Lecture with case study</li> <li>2. Self-study</li> </ol>	<ol style="list-style-type: none"> <li>1. Attendance</li> <li>2. On-time performance</li> <li>3. Well and proper participation in classroom</li> <li>4. Report of case study</li> </ol>
<p><b>2. Knowledge</b></p> <p>Students will have knowledge of English using for job application and job interview. Apply technical and information skills appropriate to their discipline or professional area</p> <ul style="list-style-type: none"> <li>• Understand the limitation of, and have the capacity to evaluate, their current knowledge</li> <li>• Learn both independently and cooperatively</li> <li>• Learn new skills and apply learning to new and unexpected situations.</li> </ul>	<ol style="list-style-type: none"> <li>1. Lecture with case study</li> <li>2. Presentation and assignment</li> <li>3. Reading, Writing, Listening &amp; Speaking</li> </ol>	<ol style="list-style-type: none"> <li>1. Mid term</li> <li>2. Final Examination</li> </ol>

<b>Learning Standards/Outcomes</b>	<b>Learning Activities</b>	<b>Learning Assessment</b>
<p><b>3. Cognitive Skills</b></p> <p>Students will be able to communicate effectively across a range of context. Demonstrate oral, written, communication;</p> <ul style="list-style-type: none"> <li>• Present and summarize their ideas in written and oral;</li> <li>• Access, present info through assignment</li> </ul>	<ol style="list-style-type: none"> <li>1. Analyze the case study</li> <li>2. Group discussion</li> <li>3. Exhibit a project and presentation</li> </ol>	<ol style="list-style-type: none"> <li>1. Midterm and Final Examination</li> <li>2. Quiz and Test</li> <li>3. Linebrary Oral Test Project</li> </ol>
<p><b>4. Interpersonal Skills and Responsibilities</b></p> <p>Social skills: helping, trust building, conflict management, decision-making, leadership, learn to respect others people's opinion</p>	<ol style="list-style-type: none"> <li>1. Group work</li> <li>2. Self-study</li> <li>3. Coordination in classroom</li> </ol>	<ol style="list-style-type: none"> <li>1. Presentation</li> <li>2. Workshop</li> </ol>
<p><b>5. Numerical Analysis, Communication and Information Technology Skills</b></p> <p>The students have developed competencies in numeracy and information literacy.</p>	<ol style="list-style-type: none"> <li>1. E-learning</li> <li>2. Self-study</li> </ol>	<ol style="list-style-type: none"> <li>1. Quiz</li> <li>2. Report</li> </ol>

**Section 5 Lesson Plan and Assessment**  
**IAL3404 English for Airline Career Preparation**

**1. Lesson Plan**

<b>Week</b>	<b>Topic/Outline</b>	<b>Hours</b>	<b>Learning Activities and Medias</b>
1	<ul style="list-style-type: none"> <li>• Course outline</li> <li>• Research on General Knowledge                             <ul style="list-style-type: none"> <li>- The Position</li> <li>- The Requirements</li> <li>- The Airline</li> </ul> </li> <li>• Assignment “The Interview Day of.....”</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Case study</li> <li>• Assignment</li> <li>• Individual assignment (Linebrary Oral Test Project)</li> </ul>
2	<ul style="list-style-type: none"> <li>• Group Discussion “KSA for Airline Personnel Competency”</li> <li>• Prepare                             <ul style="list-style-type: none"> <li>- Psychological Programming</li> <li>- Self-Imagineering</li> </ul> </li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Group Discussion</li> <li>• Presentation</li> <li>• Linebrary Oral Test</li> </ul>
3	<ul style="list-style-type: none"> <li>• Group Presentation “The Interview Day of.....”</li> </ul>	3	<ul style="list-style-type: none"> <li>• Presentation</li> <li>• Linebrary Oral Test</li> </ul>
4	<ul style="list-style-type: none"> <li>• Prepare                             <ul style="list-style-type: none"> <li>- Consider your Communication</li> <li>- Body Language</li> </ul> </li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Role play</li> <li>• Linebrary Oral Test</li> </ul>
5	<ul style="list-style-type: none"> <li>• Prepare                             <ul style="list-style-type: none"> <li>- Impression Management</li> <li>- Polish your Image</li> </ul> </li> <li>• Group Presentation “The Body Language”</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Group Presentation</li> <li>• Linebrary Oral Test</li> </ul>



<b>Week</b>	<b>Topic/Outline</b>	<b>Hours</b>	<b>Learning Activities and Medias</b>
6	<ul style="list-style-type: none"> <li>• Apply</li> <li>- Write a Winning Cover Letter</li> <li>- Create a Compelling CV/Resume (Lecture)</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Problem-Based learning and Hands-on activities</li> <li>• Linebrary Oral Test</li> </ul>
7	<ul style="list-style-type: none"> <li>• Apply</li> <li>- Create a Compelling CV/Resume (Workshop)</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Problem-Based learning and Hands-on activities</li> <li>• Linebrary Oral Test</li> </ul>
8	Midterm Test	3	Exam paper
9	<ul style="list-style-type: none"> <li>• Attend</li> <li>- Introduction</li> <li>- Group Activities (1)</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Role play</li> <li>• Linebrary Oral Test</li> </ul>
10	<ul style="list-style-type: none"> <li>• Attend</li> <li>- Introduction</li> <li>- Group Discussion (2)</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Role play</li> <li>• Linebrary Oral Test</li> </ul>
11	<ul style="list-style-type: none"> <li>• Attend</li> <li>- Individual Assessments</li> <li>- Panel Interview</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Problem-Based Learning and Hands-on Activities</li> <li>• Linebrary Oral Test</li> </ul>

<b>Week</b>	<b>Topic/Outline</b>	<b>Hours</b>	<b>Learning Activities and Medias</b>
12	<ul style="list-style-type: none"> <li>• Q&amp;A Survival Guide</li> <li>- Interviewing the Interviewer</li> <li>- Follow Up</li> <li>- You're Hired!</li> </ul>	3	<ul style="list-style-type: none"> <li>• Lecture and Practice</li> <li>• Problem-Based Learning and Hands-on Activities</li> <li>• Linebrary Oral Test</li> </ul>
13	<ul style="list-style-type: none"> <li>• Airline Job Interview Workshop Day 1</li> <li>- Prescreen</li> </ul>	3	<ul style="list-style-type: none"> <li>• Student-centered: Problem-Based learning and Cooperative learning approaches</li> </ul>
14	<ul style="list-style-type: none"> <li>• Airline Job Interview Workshop Day 2</li> <li>- Group Discussion</li> </ul>	3	<ul style="list-style-type: none"> <li>• Social skill and team work</li> </ul>
15	<ul style="list-style-type: none"> <li>• Airline Job Interview Workshop Day 3</li> <li>- Panel interview</li> </ul>	3	<ul style="list-style-type: none"> <li>• Student-centered: Problem-Based learning and Cooperative learning approaches</li> </ul>
16	<ul style="list-style-type: none"> <li>• Post-test</li> </ul>	3	<ul style="list-style-type: none"> <li>• Post-test parer</li> </ul>
17	Final Examination	3	Exam paper
<b>Total of Hours</b>		45	

## 2. Learning Assessment Plan

	<b>Learning Outcome</b>	<b>Assessment Activities</b>	<b>Time Schedule (Week)</b>	<b>Proportion for Assessment (%)</b>
1	<b>Ethics and Morals</b>	Attendance Uniform standard Coordination in the classroom	1-16	10%
2	<b>Knowledge</b>	Midterm Test Final Examination	8 16	25% 25%
3	<b>Cognitive Skills</b>	Assignment, Report, and Presentation  - Presentation “The Interview Day of.....” (5 points)  - Linebrary Oral test (5 points)  - Cover Letter and Resume (5 points)	1,2,3,4,5,6,7 9,10,11,12	15%
4	<b>Interpersonal Skills and Responsibilities</b>	Group work Coordination in the classroom  <b>- Job Interview Workshop Day 1</b>	13	10%
5	<b>Numerical Analysis, Communication and Information Technology Skills</b>	Group work, Presentation, E-Learning  <b>- Job Interview Workshop Day 2 and Day 3</b>	14, 15	15%

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

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

Carrie Loren .(2011). Interview Mastery/Cabin Crew – Personal Training Program. London:Spinebound Ltd.

Rachapon Somnuk .(2006). From Job Ads. to Interview. Rajamagala University of Technology Krungthep Borpitpimuk Campus.

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

Reincke Tom(2012). Flight Attendant Interview Made Easy. Retrieved from [www.Flight-Attendant-Careers.com](http://www.Flight-Attendant-Careers.com)

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

[www.adecco.co.th](http://www.adecco.co.th)

[www.nationejobs.com](http://www.nationejobs.com)

<http://th.jobsdb.com/th>

[www.thaicabincrew.com](http://www.thaicabincrew.com)

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

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

Evaluation sheet

Behavior of students in class and uniform standard

Students' suggestion during the class

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

Exam result

### **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.

[www.ssruc.sru.ac.th](http://www.ssruc.sru.ac.th)