



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:

- Section 1 General Information
- Section 2 Teaching and Learning Management Compared to a Teaching Plan
- Section 3 Summary of Teaching and Learning Result
- Section 4 Problems and Effects of Course Management
- Section 5 Course Evaluation
- Section 6 Improved Teaching Plan

Course Report

Name of Institution: **Suan Sunandha Rajabhat University**

Campus/Faculty/Department: **International College/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 63 Group 1, 2, 3 By Mr. Theppaluk Komolvani
4. **Course semester/academic year:** Semester 1/2020
5. **Place of study:** International College, Suan Sunandha Rajabhat University,
Nakhonpathom Campus

Section 2

Teaching and Learning Management Compared to a 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.

Teaching Topics	Planned Hours	Actual Hours	If planned teaching hours differs from actual teaching hours more than 25%, specify reasons.
Introduction to Aviation Industry course - Rules and Regulations in class - Individual and Group Assignment - Pre-test Unit 1: Introduction to Aviation Industry - A trip to history	3	3	-
Unit 2: Evolution of aviation - From flying to commercial airline	3	3	online
Unit 3: Airline Industry today - What is airline industry - Scope of airline industry - Type of airline service	3	3	-

Teaching Topics	Planned Hours	Actual Hours	If planned teaching hours differs from actual teaching hours more than 25%, specify reasons.
<ul style="list-style-type: none"> - Schedule flight - Non schedule flight 			
Unit 4: The Airplane and Flight <ul style="list-style-type: none"> - ‘Four Forces’ - Airplane parts - Aircraft Types - Phase of flight - Airplane manufacturer - Configuration 	3	3	-
Unit 5: Airline Management and Organization <ul style="list-style-type: none"> - Duties and responsibilities of the airline personnel 	3	3	-
Unit 6: All about airport <ul style="list-style-type: none"> - Airport term - Airport Code and ICAO phonetics alphabet - Alliance in the world 	3	3	online
Unit 7: Within the airline <ul style="list-style-type: none"> - Flight crew duty - Cabin crew duty Groups Discussion <ul style="list-style-type: none"> - Topic 1 ‘Touch of Thai’ - Topic 2 ‘Attention to Details’ - Topic 3 ‘First Impression’ - Topic 4 ‘Magic Words’ 	3	3	-

Teaching Topics	Planned Hours	Actual Hours	If planned teaching hours differs from actual teaching hours more than 25%, specify reasons.
- Topic 5 'Uniform'			
Unit 9: Future of Airline Industry - Industry overview and market - Threats to the Airline Industry	3	3	online
Unit 10: Travel Planner and Cultural Awareness - Baggage and Prohibited Items - Travel documents - Immigration - Security checkpoint - Boarding Gate - Duty Free - Custom & Quarantine	3	3	online
Cooperative Learning Walk Rally activity 'International Day'	3	3	Replace to Group video due the unstable situation
Introduction to Aviation Industry Quiz (Post test) - Conclusion	3	3	Via online
Group presentation VDO clip "Integrated Airlines 2020"	3	3	-
Summary	3	3	-

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.

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.

3. Efficiency of teaching towards learning outcomes, as specified in course design

Specify whether teaching methodology can lead towards achievement of all domains of learning outcomes, as articulated in course specification. Specify problems found in teaching. Give suggestions.

Domains of Learning outcomes	Teaching methodology and activities in class	Efficiency		Setback during teaching and Suggestions
		Yes	No	
1. Ethics and Morals Punctuality Honesty Responsibility	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	√		-

<p>2. Knowledge</p> <p>Understand the class material and be able to apply knowledge in real life.</p>	<ol style="list-style-type: none"> 1. PowerPoint 2. Problem-Based Learning 3. Case Study 4. Pair Presentation 5. Individual Practicing 6. Group Presentation 7. Questions and Answers 	√		<ul style="list-style-type: none"> - Some students have extremely limited ability in English. - Need an extra attention in class.
<p>3. Cognitive Skills</p> <p>The ability to understand the conversation in each situation with different environment.</p>	<ol style="list-style-type: none"> 1. Case Study 2. Brainstorming 	√		<ul style="list-style-type: none"> - Students need to read more about English conversations. - Encourage students to use any technologies with WIFI access to attain the information.
<p>4. Cognitive Skills</p> <p>The ability to understand the conversation in each situation with different environment.</p>	<ol style="list-style-type: none"> 1. Case Study 2. Brainstorming 	√		<ul style="list-style-type: none"> - Students need to read more about English conversations. - Encourage students to use any technologies with WIFI access to attain the information.

<p>5. Interpersonal Skills and Responsibilities</p> <p>Role play Leadership Teamwork</p>	<p>1. Group Discussion 2. Group Presentation</p>	√		<p>- Use team learning and students to do VDO presentation within the small groups follow their assigned topics.</p>
<p>6. Numerical Analysis, Communication and Information Technology Skills</p> <p>Communication Use of IT skills</p>	<p>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.</p>	√		<p>- Use team learning as an example.</p>

4. Teaching improvement

Suggest strategies to your department to improve teaching methodology based on problems found in Section 2, No. 3.

Suggestions
<p>The students should be more educated in responsibility for their life in all aspects by teaching more about on-time related issues and teamwork planning. Also, in English communication, should be more practicing.</p>

Section 3

Summary of Teaching and Learning Results

1. Number of students registered for the course: 67 students
2. Number of students at the end of the semester: 67 students
3. Number of students who withdrew from the course: 0 students
4. Distribution of scores level (Grade)

Student's score as percentage	Grade	Total (67)	Percentage (100%)
86 – 100	A	11	16.4
82 – 85	A-	5	7.4
78 – 81	B+	10	14.9
74 - 77	B	6	8.9
70 – 73	B-	8	11.9
66 – 69	C+	4	7.9
62 – 65	C	6	8.9
58 – 61	C-	6	8.9
54 – 57	D+	3	4.48
50 - 53	D	8	11.9
46 - 49	D-	0	0.0
0 - 45	F	0	0.0
	I	2	2.9
	W	0	0.0

5. Factors influencing unusual scores level

None

6. Errors from (grade) assessment plan

6.1 Errors about setting time for assessment

6.1.1 Specify errors and reasons.

6.1 Errors due to timing	Reasons
Timing for Individual presentation limited, extending more time in make-up class.	English conversation must pronounce clearly and students need more practice on speaking and reading comprehension. Especially online course.

6.2 Errors about assessment techniques

6.2.1 Specify errors and reasons.

6.2 Errors about assessment techniques	Reasons
Difficulty in observing the students about Moral and Ethics (Group work responsibilities) due they have different role, hard to discover their works on preparation the screenplay.	Students had different roles in VDO presentation, trust students to show their Moral and Ethics. Some students were unable to use the mobile phone for online quiz due limitation of technology.

7. Revision of student efficiency

7.1 Specify methods of revision and summarize the result.

Method of revision	Conclusion
There was a meeting and discussion among lecturers.	There was a suggestion to practice more English conversation in class.

Section 4

Problems and Effects of Course Management

1. Teaching resources and facilities problem

1.1 Specify problems about teaching resources and facilities and their impact.

Problems	Impacts
There are too many ongoing problems of the other activities. Limitation of student's technology equipment. Attention for the online course.	It causes a slowdown the pace of learning and presentation. Sometimes need to manage time to complete the course efficiently. Online course may confuse the students in some information they missed.

2. Management and organization problem

2.1 Specify problems about management and organization and their impact on student learning.

Problems	Impacts
None	None

Section 5

Course Evaluation

1. Result of student course evaluations (please see attachment.)

1.1 Feedback from student evaluations

1.1.1 Specify strengths and weaknesses.

Strength : Students had great teamwork experiences and fun from Group project – VDO presentation about “Integrated Airline Culture” and the “Individual” presentation.

Weakness : The students need to learn about appointment to be before meeting time. The students do not like online teaching method much.

1.2 Lecturer’s opinion of student feedback

Great teamwork, they have tried their best efforts to be before appointed time.

The online course do not get the attention from the students, they could not concentrate and remember things.

2. Result of course evaluation from other evaluation methods.

2.1 Feedback from other evaluation methods

2.1.1 Specify strengths and weaknesses.

N/A

2.2 Lecturer’s opinion of feedback

N/A

Section 6

Improved Teaching Plan

1. Progression of improved teaching plan as presented in the previous course report.

1.1 Specify an improved teaching plan that was proposed in the previous semester/academic year, and describe whether it was conducted as planned. If not, give reasons.

An improved plan	The result
A plan to use more e-learning for additional practice exercises on teacher's website.	Provide additional practice exercises that students can do at home via Google Classroom.

2. Other methods for course improvement

2.1 Briefly describe how to improve the course, e.g., new teaching methods for the current semester/academic year or new teaching instruments.

- Make an adjustment of the speed of the lecture in the classroom depends on the English ability of students and their prior knowledge of the subject matters.
- Use new teaching techniques such as group investigation
- Create more positive online learning environment.

3. Suggestion an improvement of the plan for the next semester/academic year

3.1 Specify a plan with expected deadlines and person who is responsible.

Proposed Plan	Deadline	Responsible Lecturer
N/A	N/A	N/A

Reported by: Mr. Theppaluk Komolvani

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