



## **TQF 6: Internship Report**

### **Cooperative Education: Work Integrated Learning**

#### **IAC 4534 Pre-Cooperative Education in Airline Business**

#### **IAC 4535 Cooperative Education in Airline Business**

The Field Experience Report herein refers to the report of students' field experience (Cooperative Education in Airline Business: Work Integrated Learning), Internship or collaboration education whether they have achieved the objectives as specified in the internship specification. If not, suggestions to improve the next internship should be given. This report includes information about internship from the beginning to the end, problems and facilities management, evaluation result analysis, student training, responsible lecturers, and supervisors.

### **The Internship Report consists of 6 parts:**

- |           |  |
|-----------|--|
| Section 1 | General Information                              |
| Section 2 | Implementation that Differs from Internship Plan |
| Section 3 | Result   |
| Section 4 | Problems and Management Impact                   |
| Section 5 | Internship Evaluation                            |
| Section 6 | Improvement Plan                                 |

# Internship Report

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

**Campus/Faculty/Department:** International College

## Section 1: General Information

**Course title and code:**

IAC 4534 Pre-Cooperative Education in Airline Business

IAC 4535 Cooperative Education in Airline Business

- 1. Pre-requisite:** All students who applied for the internship should have TOEIC result at least 480
- 2. Responsible faculty, lecturer, and section:** All lecturers in Airline Business Department
- 3. Course semester/academic year:**  
**AB60G1** - IAC4534 - 2/2019, IAC4535 – 2/2019  
**AB60G2** - IAC4534 - 1/2020, IAC4535 – 1/2020

## Section 2 Implementation that Differs from the plan

### 1. Student Preparation (if any)

Specify how to prepare students differently from the plan and provide suggestion for further planning.

Student preparation	Suggestion plan
<p>There is students' preparation project conducted for 2 days, the topics include;</p> <ul style="list-style-type: none"> <li>- Personality and Grooming</li> <li>- Research, Report writing and Presentation</li> <li>- Ethics and Morals in workplace</li> <li>- Information Technology (Moodle)</li> </ul>	<p>The preparation project should be advise to all students at least a month prior's project schedule.</p> <p>Students should have the internship place prior attending the preparation training, in order to get the right advice.</p>

### 2. Advisor/supervisor preparation

Specify how to prepare advisor / supervisor differently from the plan and provide suggestion for further planning.

Advisor preparation	Suggestion plan
<p>SSRUIC has MOU with Thai Airways International, Nok Air, Thai Airways Catering, BAGS, and all lecturers regularly contact with the airline's representative for this internship. For the other airlines, the lecturers did prearrangement with airlines' station manager to discuss about the students' internship.</p>	<p>Conduct a meeting among lecturers frequently to discuss, share the idea, the problems found, and how to solve effectively.</p>

### 3. Internship supervisor at workplace preparation (if any)

Specify how to prepare internship supervisor differently from the plan and provide suggestion for further planning.

Internship Supervisor preparation	Suggestion plan
<p>Internship supervisor prepared by the host airlines. SSRUIC supervisors and host supervisors discussed, planned criteria's assessment.</p>	<p>Some host airlines should specify supervisors, students duties, responsibilities, and airline's working procedures.</p>

#### 4. Changes of internship (if any)

Specify changes from the plan in the following topics and provide suggestion for further planning.

##### 4.1 Change of activities and/or assignments.

<b>Change of activities and/or assignments</b>	<b>Suggestion plan</b>
None	None

##### 4.2 Change of facilities for students support.

<b>Change of facilities for students support</b>	<b>Suggestion plan</b>
Students can contact both host supervisors and SSRUIC supervisors via e-mail, phone, personal website, social media and Moodle.	Social media should include; facebook, line group or twitter etc.,

##### 4.3 Others (if any).

<b>Others</b>	<b>Suggestion plan</b>
None	None

## Section 3: Result

### 3.1 IAC4534 Pre-Cooperative Education in Airline Business (2/2019-AB60G1-32)

1. Number of students who register/ join field experience: 32

2. Number of students at the end of field experience: 32

3. Number of students who withdraw: 0

4. Variability of scores level (grade). I = 4

Specify number of students and percentage in each scores level.

Student's score as percentage	Grade	Total (32)	Percentage (100)
86 – 100	A	17	53.2
82 – 85	A-	5	15.6
78 – 81	B+	5	15.6
74 - 77	B	1	3.1
70 – 73	B-	-	-
66 – 69	C+	-	-
62 – 65	C	-	-
58 – 61	C-	-	-
54 – 57	D+	-	-
50 - 53	D	-	-
46 - 49	D-	-	-
0 - 45	F	-	-
	I	4	12.5
	W	-	-

#### 5. Factors influenced field experience. (If any)

Host supervisor in some airlines did not pay attention or giving proper instruction to internship student. The students could not finish Final report on time, the grades turned to 'I' and the students would reveal the grades before next semester ends.

### 3.2 IAC4535 Cooperative Education in Airline Business (2/2019 -AB60G1-32)

1. Number of students who register/ join field experience: 32

2. Number of students at the end of field experience: 32

3. Number of students who withdraw: 0

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Specify number of students and percentage in each scores level.

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70 – 73	B-	-	-
66 – 69	C+	-	-
62 – 65	C	-	-
58 – 61	C-	-	-
54 – 57	D+	-	-
50 - 53	D	-	-
46 - 49	D-	-	-
0 - 45	F	-	-
	I	4	12.5
	W	-	-

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## **Section 4: Problems and Management Impact**

### **1. Management problem from institution and/or workplace/training place.**

There are many students want to intern in the airline company, as a result it is high competition for student to be accepted as internship student. So that, students need to contact the target airline in advance at least 3 months prior their internship. However, some particular airlines have their own internship period, which is not match with SSRUIC schedule.

It is quite difficult to make an appointment with host supervisor, because of their shift working.

### **2. Impacts towards students' learning.**

Some SSRUIC supervisors had loads of responsibility to monitor in more tasks of internship, visit and lost of contact with students, no checking of report until final call for submission of student's papers.

### **3. Solutions to avoid problem and obstacles in the future (if any).**

The college should sign more MOU with other companies related to airline business both domestic and international. That would be very beneficial for students, and more variety of choices for them.

The final report that the students need to finish when they submitted internship semester, request the students to do in advance.

## Section 5: Internship Evaluation

### 1. Result of internship evaluation from students (please attach the result).

#### 1.1 Significant feedback from the result.

Specify both strengths and weaknesses.

- Students found the internship is very useful for their future endeavor.
- The personality and grooming of students getting better.
- Students learned their strengths and weaknesses from real working experiences.
- Students learned the airline's service culture, working procedures, and how to behave.

#### 1.2 Lecturer's opinion/ field experience supervisor's opinion.

- Students have more responsibility and discipline.
- Students understand to control and manage their emotion.

### 2. Result of internship evaluation from employer or field supervisor.

#### 2.1 Significant feedback from the result.

Specify both strengths and weaknesses.

##### Strengths

- Students have good personality and grooming.
- Students can communicate in proper English.
- Students are fast learning, adapting and delivering a good customer services.
- Students are willing to learn with can do attitude.

##### Weaknesses

- Some students arrive late without any inform supervisor
- Students should put on more make-up since they work as a frontline staff of airline.
- Students should learn to control temper and keep smiling.

#### 2.2 Lecturer's opinion/ field experience supervisor's opinion.

- Students need to improve more English and/or third language.
- Students need to learn more how to handle discrepancies or unexpected situation.
- Host supervisor appreciated SSRUIC students because of their good performance. And offer a job for them.



## Section 6: Improvement Plan

### 1. Improvement of recent internship

Briefly explain major improvement e.g. improvement of faculty or field experience supervisors and new way of qualitative management.

Ask students the department/area field of airline companies they interested and the quality of airline's department they interned. This information will provide to next generation of students for their consideration.

### 2. Progression of internship improvement from the previous evaluation.

Specify improvement points in case that it's not listed in no.1 and describe achievements and impacts. In case that the plan can not be finished, provide reasons to support.

Improvement points in case that it's not no. 1	Achievements and impacts
None	None

### 3. Suggestion for the next semester/ academic year.

Specify the plan with the expected deadline and responsible persons.

Proposed Plan	Deadline	Responsible Lecturer
Students have to submit their report within one month after finished internship.	One month after finished internship.	Lecturer supervision

### 4. Suggestion of field experience lecturer to responsible program lecturer.

The airline business program should conduct research on internship students, collect data for further improvement.

**Responsible lecturer/ field experience advisors:** All airlines business lecturers

**Submitted Date:** Jun 22nd, 2020

**Responsible program lecturer:** Mr. Theppaluk Komolvani

**Received date:** Jun 22nd, 2020