

Course Specification

University	Suan Dusit University
Campus/ Faculty/ Field of Study	Faculty of Humanities and Social Sciences English Program

Section 1: General Information

1.1 Course code and title:

Course code: (15521143)

Course Title: In Thai: การฟังและพูดภาษาอังกฤษเพื่อการอาชีพ

In English: English Listening and Speaking for Professional Purposes

1.2 Number of Credit

3 (2-2-5) credits

1.3 Curriculum and Type of subject

English Curriculum, Elective subject

1.4 Responsible faculty member

Asst. Prof. Neeru Shusatayasakul

1.5 Semester/year of study

2nd semester/1st year

1.6 Pre-requisites for this course

None

1.7 Co-requisites for this course

None

1.8 Venue of study

TBD

1.9. Date of course modification

November 2018

Section 2: Aims and Objectives

2.1 Course Objectives: The course, English listening & speaking for professional purposes is to develop students' knowledge, abilities and skills under the five following 5 domains as mentioned in **curriculum mapping of TQF (2)**

1) Morals and Ethics: Develop self-discipline; be punctual and responsible in study and work, show respect and understanding and exhibit open-mindedness toward other people and be able to work collaboratively with others.

2) Knowledge: Have ability to apply the knowledge learned to improve themselves and solve problems in professions and real life. Integrate the knowledge learned with other related subjects to develop the 21st century skills.

3) Cognitive Skills: Develop logical, rational and critical thinking skills to be able to understand and apply the knowledge learned for performing professional tasks and adapting to a multicultural professional environment.

4) Interpersonal Skills and Responsibilities: Develop cooperative interpersonal skills, work effectively as a team and exhibit a sense of responsibility in learning to achieve personal and professional development.

5) Analytical, Communicative and IT Skills: To be able to utilize information technology in acquiring and gathering accurate knowledge for professions and life, and use media and information technology to communicate with others correctly and appropriately.

2.2 Purpose for course development and modification

To provide students the knowledge, abilities, and skills to improve English listening and speaking skills essential for their professions and real life in the 21st century.

Section 3: Course Management

3.1 Course description:

ทักษะการฟังและพูดเชิงธุรกิจที่หลากหลายสถานการณ์ การนำเสนอทางธุรกิจ และการจัดการประชุมเชิงธุรกิจ มารยาททางธุรกิจที่หลากหลายวัฒนธรรม มารยาทในการสนทนาทางโทรศัพท์ และการพูดร้องเรียน
Listening and speaking skills in a variety of business situations: business presentations, business meetings, cross-cultural business etiquette, telephone enquiries and verbal complaints

3.2 Teaching Hours per semester

Lecture hours	Additional Teaching Hours	Practice/Training/ Fieldwork	Self-study
30 hours (2hrs. x15 weeks)	-----	30 hours (2hrs. x15 weeks)	75 hours (5hrs. x15 weeks)

3.3 Consultation hours

- 1) Group and/or individual consultations in person can be done from 1am. to 4 pm. on Mondays.
- 2) The instructor can be contacted at any time via Group Line Messenger: (trustchavi), email ch-avi@hotmail.com or by phone @089-0309554

Section 4: Student Learning Development

Teaching and Assessment:

Learning domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p>1.Morals and Ethics :</p> <p>1.1Exhibit a sense of responsibility towards learning and accomplishing assigned tasks.</p> <p>1.2 Be able to acquire and apply the knowledge morally and ethically.</p> <p>1.3. Be open-minded and respectful of and able to work harmoniously with others.</p> <p>1.4 Show sympathy and understanding of others and the diverse cultural and societal practices</p> <p>1.5 Develop problem solving skills with great consideration of moral, ethical and social values.</p>	<p>*Students will be coached on Discipline, punctuality & responsibility towards assignments & behavior.</p> <p>* Students will be coached on the value of learning and accomplishing assignments in learning and professions.</p> <p>*A discussion between students & teacher to understand society through the lessons.</p> <p>*Students will undertake theme in pairs and groups on various professional topics throughout their learning activities, and will be coached on issues of honesty, integrity, respecting others opinions & using reasonable reasons while having to participate in cooperative activities in the classroom.</p>	<p>(Authentic Assessments)</p>	<p>Wk. 1– 16</p>	<p>10%</p>

<p>2.Knowledge:</p> <p>2.1 Be cognizant of the principles and theories involving the English language.</p> <p>2.2 Demonstrate metacognitive skills in research and development to achieve self-directed and lifelong learning skills.</p> <p>2.3 Devise effective problem-solving skills through the application of the knowledge of the English language.</p> <p>2.4 Integrate the knowledge of the English language in different fields of study associated with strengthening 21st century skills.</p> <p>2.5 Acquire the knowledge on culture of the ASEAN countries, the western culture and most importantly of one's own culture.</p>	<p>*Interactive lecture in presenting the main concept of the contents and the practical application of these concepts.</p> <p>*Interactive lecture (critical thinking & problem solve based learning) to solve problems on various professional and real life situations.</p> <p>* Interactive lecture, discussion & demonstration on the practical application of these concepts for 21st century.</p>	<p>(Authentic Assessments) On</p> <p>* In -class Activities</p> <p>* Assignments</p> <p>*Final examination</p>	<p>Wk. 1– 15</p> <p>Wk.3,5,7,13</p> <p>Wk.16</p>	<p>40%</p> <p>20%</p> <p>30%</p>
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Learning domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p>3.Cognitive Skills:</p> <p>3.1 Have the ability to search for, evaluate, analyze and synthesize information to arrive at logical conclusions that can help in solving problems</p> <p>3.2 Have the ability to integrate the English language skills and concepts in performing professional tasks</p> <p>3.3 Use innovation to develop communication and lifelong learning skills through the collaborative construction of knowledge</p> <p>3.4 Have the ability to apply the knowledge learned to be able to adapt to the society and in a multicultural environment.</p>	<p>* Performance, evidence & problem-based learning, which allow students to think logically and learn in a more constructive approach.</p> <p>* Assign students to learn, search, and listen for information on various professions in English via CD and YouTube, and use the information to participate in class room speaking activities, tests & presentations.</p> <p>*Assign students to search and create ideas on various assignments from different websites and use the new information in accomplishing and presenting tasks.</p>	<p>(Authentic Assessments) on</p> <p>*In-class Activities</p> <p>* Test on assignments</p> <p>* Final examination</p>	<p>Wk. 1– 15</p> <p>Wk.3,5,7,13</p> <p>Wk.16</p>	<p>40%</p> <p>20%</p> <p>30%</p>
<p>4.Interpersonal Skills and Responsibility</p>	<p>* Organize groups for assignments that employ</p>	<p>(Authentic Assessments) on</p>	<p>Wk.1,2,4,6</p>	<p>40%</p>

<p>4.1 Have the initiative to help others and work collaboratively to solve problems.</p> <p>4.2 Be able to think logically in analyzing and solving issues by employing their knowledge of the English language and technological innovations.</p> <p>4.3 Show responsibility in learning to achieve personal and professional development</p> <p>4.4 Possess leadership and cooperative skills appropriate for the professions.</p>	<p>cooperative learning and problem-based learning to encourage students to work collaboratively.</p> <p>* Instruct student on leadership and cooperative skills for professions on group assignments.</p>	<p>Behavioral observation and peer evaluation for pair & group work & team assignments.</p>	<p>Wk. 8 to 12</p> <p>Wk.14 & 15</p>	
<p>5. Analytical, Communicative and IT Skills</p> <p>5.1 Demonstrate computer and basic mathematical skills.</p> <p>5.2 Distinguish various information and communication technologies that can be effectively used in learning and information gathering</p> <p>5.3 Identify various available</p>	<p>*Assign tasks that involve the use of technology in listening for information on various professional situations.</p> <p>* Encourage students to utilize a variety of technological resources in accomplishing and presenting tasks.</p>	<p>(Authentic Assessments)</p> <p>Students will be evaluated through</p> <p>*In-class activities</p> <p>*assignments</p> <p>*final Exam</p>	<p>Wks. 2 to 16</p>	<p>10%</p> <p>20%</p> <p>30%</p>

<p>information and communication technologies (ICTs) that can develop lifelong learning skills</p> <p>5.4 Be able to communicate in written and verbal form in both the Thai and the English language</p> <p>5.5 Be able to criticize the veracity of information as to relevance and suitability of use to achieve self-directed learning</p>				
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Section 5: Lesson Plan and Evaluation:

5.1 Lesson plan

Week No. & (No. of hours)	Topics / Details	Teaching Strategies / Activity/Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
1 (4 Hrs.)	<p>-Course Specification and class rules</p> <p>-Listening and speaking Pre-test (oral)</p> <p>A variety of business situations</p> <p>Services at Work (Part 1)</p> <p>-Get ready to listen and speak</p> <p>A. Listening – Asking for services</p> <p>B. Speaking - Making appointments</p> <p>Speaking strategy: Fixing a time</p>	<p>-Explain class discipline, rules and course specification.</p> <p>- Interactive lecture (1) on the concept of the topic which involves critical, analytical thinking & inquiry tasks based learning</p> <p>Activity: (1)</p> <p>- Students take a pre- test</p> <p>- Students practice the concept orally</p> <p>-Students practice Exercises</p> <p>- Students practice Listening -speaking critically, analytically, and logically on the given topics.</p>	<p>Course specification, Attendance& score sheets, Instructional manual, CD & visual aids.</p>	<p>Affective domain= 10%</p> <p>In-class Activity=40%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>

<p>2 (4 Hrs.)</p>	<p>Services at Work (Part 2) C. Speaking - Getting what you want Speaking strategy: Insisting D. Listening - A hard sell E. Speaking - Negotiating Speaking strategy: Bargaining Using stress of emphasis</p>	<p>-Interactive lecture (2) on the concept of the topic which involves analytical, Critical, logical thinking & inquiry tasks-based learning Activity:(2) - Students practice the concept orally - Students practice exercises & stress of emphasis - Students practice listening and speaking critically, analytically, logically on the given business situations.</p>	<p>Attendance& score sheets, Instructional manual, CD & visual aids.</p>	<p>Affective domain= 10% In-class Activity=40%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>
<p>3 (4 Hrs.)</p>	<p>Services at Work (Part 3) -Get ready to listen and speak A. Listening – At a bank B. Listening – Understanding details C. Speaking – Confirming details Speaking strategy: Making sure</p>	<p>Teaching Strategies: Interactive lecture (3) on the concept of the topic which involve knowledge based learning Activity:(3) - Students practice the concept orally - Students practice exercises</p>	<p>Attendance& score sheets, Instructional manual, CD & visual aids.</p>	<p>Affective domain= 10% In-class Activity=40% Listening Assignment =5%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>

	you understand	<ul style="list-style-type: none"> - Students practice Listening & Speaking skills on the given situations. -Give assignment (1) Listening & send them within the deadline 			
4 (4 Hrs.)	<p>Services at Work (Part 4)</p> <p>D. Speaking – Asking about terms you don't understand</p> <p>E. Listening – In a post office</p> <p>Corrective stress</p>	<ul style="list-style-type: none"> - A discussion on the possible answers on Assignment(1) Interactive lecture (4) on the concept of the topic which involve knowledge based learning Activity:(4) - Students check their answers on assignment (1) -Students practice corrective stress - Students practice Listening & Speaking skills on the given situations. 	Attendance& score sheets, Instructional manual, CD & visual aids.	Affective domain= 10% In-class Activity=40%	Asst.Prof.Neeru Shusatayasakul
5	Services at Work (Part 5)	- Interactive lecture (5) on the concept of	Attendance& score sheets,	Affective	Asst.Prof.Neeru

<p>(4 Hrs.)</p>	<p>Get ready to listen and speak</p> <p>A. Listening – Taking a message</p> <p>B. Speaking – Getting it right</p> <p>Speaking strategy: Repeating key information</p> <p>C. Speaking – Make sure you understood</p> <p>Speaking strategy: Asking for clarification</p>	<p>the topic which involve knowledge based learning</p> <p>Activity:(5)</p> <ul style="list-style-type: none"> - Students practice the concept orally - students practice language & professional skills -students practice Listening & Speaking skills on the given situations - Give assignment (2)) Listening & send them within the deadline 	<p>Instructional manual, CD & visual aids.</p>	<p>domain= 10%</p> <p>In- class</p> <p>Activity=40%</p> <p>Listening</p> <p>Assignment =5%</p>	<p>Shusatayasakul</p>
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<p>6 (4 Hrs.)</p>	<p>Services at Work (Part 6) D. Listening – Note Taking E. Listening – Leaving a message Speaking – Leaving a voicemail message Speaking strategy: Leaving effective messages Connected speech</p>	<p>Interactive lecture (6) on the concept of the topic which involves analytical, Critical, logical thinking skills & inquiry, evidence tasks-based learning Activity:(6) -Students check their answers on assignment (2) Students practice the concept orally - students practice language & professional skills Students practice Listening & Speaking skills on the given situations</p>	<p>Attendance& score sheets, Instructional manual, CD & visual aids.</p>	<p>Affective domain= 10% In-class Activity=40%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>
<p>7 (4 Hrs.)</p>	<p>Services at Work (Part 7) Get ready to listen and speak A. Listening – Handling customers complaints B. Speaking – Keeping the customer happy Speaking strategy: Dealing with</p>	<p>Interactive lecture (7) on the concept of the topic which involves analytical, Critical, logical thinking skills & inquiry, evidence & performance tasks-based learning Activity:(7) - Students practice the concept orally</p>	<p>Attendance& score sheets, Instructional manual, CD & visual aids.</p>	<p>Affective domain= 10% In-class Activity=40% Listening Assignment =5%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>

	<p>complaints</p> <p>C. Speaking – Getting it Right</p> <p>Speaking strategy: confirming information</p> <p>Linking - /w/and /j/</p> <p>D. Listening – Problems in the office</p> <p>E. Speaking – Finding solution</p> <p>Speaking strategy: Putting forward a solution</p>	<p>- students practice language & professional skills</p> <p>Students practice Listening & Speaking skills on the given situations</p> <p>Give Assignment (3): Listening & send them on line within the deadline</p>			
8 (4 Hrs.)	<p>Services at Work (Part 8)</p> <p>Get ready to listen and speak</p> <p>A. Listening –Making a call</p> <p>B. Speaking – Making calls successfully</p> <p>Speaking strategy: Leaving a message</p> <p>C. Listening – Receiving a call</p> <p>D. Speaking – Practise receiving</p>	<p>- Interactive lecture (8) on the concept of the topic which involves analytical, Critical, logical thinking skills & inquiry, evidence & performance tasks-based learning</p> <p>Activity:(8)</p> <p>-Students check their answers on assignment (3)</p> <p>- Students practice the concept orally</p>	Attendance& score sheets, Instructional manual, CD & visual aids.	Affective domain= 10% In-class Activity=40%	Asst.Prof.Neeru Shusatayasakul

	calls Speaking strategy: Handling incoming calls effectively Connected speech E. Listening – Overcoming difficulties	- students practice language & professional skills -Students practice Listening & Speaking skills on the given situations			
9 (4 Hrs.)	Meeting and Seminars (Part 1) Get ready to listen and speak A. Listening – The language of meetings B. Listening – Participating in a discussion C. Speaking – Asking for opinion Speaking strategy: Bringing someone into a discussion D. Speaking – Responding to suggestions Speaking strategy: Accepting & rejecting suggestions	- Interactive lecture (9) on the concept of the topic, which involves analytical, Critical, logical thinking skills & inquiry, evidence & performance tasks-based learning Activity:(9) - Students practice the concept orally - students practice language & professional skills -Students practice Listening & Speaking skills on the given situations	Attendance& score sheets, Instructional manual, CD & visual aids.	Affective domain= 10% In-class Activity=40%	Asst.Prof.Neeru Shusatayasakul

	<p>E. Speaking – Clarifying what you mean</p> <p>Speaking strategy: Correcting misunderstandings</p> <p>Intonation in questions</p> <p>F. Listening – Finishing a meeting</p>				
<p>10 (4 Hrs.)</p>	<p>Meeting and Seminars (Part 2)</p> <p>Get ready to listen and speak</p> <p>A. Listening – Starting a meeting</p> <p>B. Listening – Identifying opinions</p> <p>C. Speaking – Acting as chair</p> <p>Speaking strategy: Controlling a meeting</p> <p>D. Speaking – Avoiding conflict</p> <p>Speaking strategy: Being diplomatic</p>	<p>- Interactive lecture (10) on the concept of the topic, which involves analytical, Critical, logical thinking skills & inquiry, evidence & performance tasks-based learning</p> <p>Activity(10):</p> <p>-Students practice the concept orally</p> <p>- students practice language & professional skills</p> <p>-Students practice Listening & Speaking skills on the given situations</p>	<p>Attendance& score sheets, Instructional manual, CD & visual aids.</p>	<p>Affective domain= 10%</p> <p>In-class Activity=40%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>

<p>11 (4 Hrs.)</p>	<p>Meeting and Seminars (Part 3) Get ready to listen and speak A. Listening- Following a discussion B. Speaking – Expressing your ideas Speaking strategy: Disagreeing politely Sounding polite C. Speaking – Making sure you understand Speaking strategy: Asking for more detail D. Listening -Asking effective questions E. Listening – Participating effectively</p>	<p>- Interactive lecture (11) on the concept of the topic which involves analytical, Critical, logical thinking skills & inquiry, evidence & performance tasks-based learning. Activity(11): - Students practice the concept orally - students practice language & professional skills -Students practice Listening & Speaking skills on the given situations</p>	<p>Attendance& score sheets, Instructional manual, CD & visual aids.</p>	<p>Affective domain= 10% In-class Activity = 40%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>
<p>12 (4 Hrs.)</p>	<p>Presentations and Interview (Part 1)</p>	<p>Interactive lecture (12) on the concept of the topic which involves analytical,</p>	<p>Attendance& score sheets, Instructional manual, CD &</p>	<p>Affective domain= 10%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>

	<p>Get ready to listen and speak</p> <p>A. Listening – Introduction</p> <p>B. Speaking – Getting off to a good start</p> <p>Speaking strategy: Starting your presentation</p> <p>C. Listening - Keeping on Tract</p> <p>D. Listening -Concluding your presentation</p>	<p>Critical, logical thinking skills & inquiry, evidence & performance tasks-based learning.</p> <p>Activity(12):</p> <p>- Students practice the concept orally</p> <p>- students practice language & professional skills</p> <p>-Students practice Listening & Speaking skills on the given situations</p>	<p>visual aids.</p>	<p>In-class Activity=40%</p>	
<p>13 (4 Hrs.)</p>	<p>Presentations and Interview (Part 2)</p> <p>E. Listening – Questions and answers</p> <p>F. Speaking -Reacting effectively to questions</p> <p>Speaking strategy: Dealing with questions</p>	<p>Interactive lecture (13) on the concept of the topic which involves analytical, Critical, logical thinking skills & inquiry, evidence & performance tasks-based learning.</p> <p>Activity(12):</p> <p>Students practice the concept orally</p> <p>- students practice language &</p>	<p>Attendance& score sheets, Instructional manual, CD & visual aids.</p>	<p>Affective domain= 10%</p> <p>In-class Activity=40%</p> <p>Listening Assignment =5%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>

	<p>G. Speaking – Giving a short presentation</p> <p>Speaking strategy: Keeping it short and simple</p>	<p>professional skills</p> <p>-Students practice Listening & Speaking skills on the given situations</p> <p>- Give assignment (4) Listening & send them within the deadline</p>			
<p>14 (4 Hrs.)</p>	<p>Presentations and Interview (Part 3)</p> <p>Get ready to listen and speak</p> <p>A. Listening –Getting off to a good start</p> <p>B. Speaking – Beginning an interview</p> <p>Speaking strategy: Talking about yourself</p> <p>C. Listening – Knowing what employers want</p> <p>D. Listening - Dealing with difficult questions</p>	<p>- Interactive lecture (14) on the concept of the topic which involves analytical, Critical, logical thinking skills & inquiry, evidence & performance tasks-based learning.</p> <p>Activity(14): Students check their answers on assignment (4)</p> <p>- Students practice the concept orally</p> <p>- students practice language & professional skills</p> <p>-Students practice Listening & Speaking skills on the given situations</p>	<p>Attendance& score sheets, Instructional manual, CD & visual aids.</p>	<p>Affective domain= 10%</p> <p>In-class Activity=40%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>

<p>15 (4 Hrs.)</p>	<p>Cross-Cultural Business Etiquette (Protocol) A. Social Culture B. Business Culture C. Cross Cultural Quiz</p>	<p>- Interactive lecture (15) on the concept Of the topic which involves analytical, Critical, logical thinking skills & inquiry, evidence & performance tasks-based learning. Activity(15): - Students practice exercises & learn language awareness in the service area -students learn cultures & manners of other nations in service area.</p>	<p>Attendance& score sheets, Instructional manual, visual aids.</p>	<p>Affective domain= 10% In-class Activity=40%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>
<p>16</p>	<p>Final Examination</p>	<p>Students take the Exam.</p>	<p>Attendance & score sheets</p>	<p>30%</p>	<p>Asst.Prof.Neeru Shusatayasakul</p>

5.2 Measurement and Evaluation

1.Measurement:	Score
1.1 In class Activity	40%
1.2 Listening assignments	20%
1.3 Affective Domain	10%
1.4. Final examination	30%

2. Grade Evaluation: Norm-Referenced Criterion-Referenced

Grading Criteria

Score	Grade
90-100	A
85-89	B ⁺
75-84	B
70-74	C ⁺
60-69	C
55-59	D ⁺
50-54	D
0-49	F

Section 6: Learning Resources

6.1 Texts and main documents

Shusatayasakul, N. (2019). *English Listening and Speaking for Professional purposes*, (Learning materials), Suan Dusit Graphic Site.

6.2 Documents and important information

1)) Internet-based and You Tube based Listening

6.3 Documents and recommended information

1) Reference books as required

2) SDU e-learning supplements

Section 7: Course Evaluation and Improvement

7.1 Course evaluation strategies

- 1) Confidential Evaluation of the course by English Program on line.

7.2 Teaching evaluation strategies

- 1) Students’ evaluation of classes
- 2) Observation of classes

7.3 Teaching Improvement Process

- 1) Training and workshops on pedagogy
- 2) Peer observation
- 3) Collegial sharing and reflection

7.4 Standard verification of student achievement

Verification of student learning outcome is done through behavioral observation, in -class activities, assignments, presentations and Interview.

Learning Outcome	Evaluation Methods		
	Behavioral Observation	Tests / Exams	Activities / Presentations
Morals and ethics	✓	✓	✓
Knowledge		✓	✓
Cognitive Skills	✓	✓	✓
Interpersonal skills and responsibility	✓	✓	✓
Analytical, Communicative and IT skills		✓	✓

7.5 Action plan for verifying and improving course effectiveness

- 1) Verification is done following the standards in 7.4.
- 2) Check effectiveness of course from students’ score.

