

Course Specification

University	Suan Dusit University
Campus/Faculty/Program	Faculty of Tourism and Hospitality Management English Program

1. General Information

1.1 Course code and title

Course code: 3572541 Course title: English for tour guide 1

1.2 Number of Credits

3 (2-2-5) credits

1.3 Program and Course Type

- 1) Program : Tourism Program
- 2) Course type : Compulsory course

1.4 Course Coordinator and Course Lecturers

- 1) Course coordinator: Andrew Coltrane
- 2) Course lecturer: Andrew Coltrane

1.5 Semester and Student Year Level

Semester 2 Academic Year 2562 / Year 2

1.6 Prerequisite Courses (if any)

- None -

1.7 Co-requisite Courses (if any)

- None -

1.8 Location (Campus, building and room number)

- TBA -

1.9 Date of Course Modification

1st November 2019

2. Aims and Objectives

2.1 Course Objectives

1) Morals and Ethics

Develop problem-solving skills in order to apply the knowledge learned in a moral and ethical approach and to show understanding of other people and the world in order to become well-rounded members of the society

2) Knowledge

Acquire the knowledge on various concepts, theories and principles of the English language relevant to the academic discipline and specialized field of study

3) Cognitive Skills

Develop logical, rational and critical thinking skills to be able to understand and apply the knowledge learned for academic and professional growth

4) Interpersonal Skills and Responsibilities

Have the initiative to help others, 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

Develop problem-solving skills and be able to utilize information technology in acquiring and gathering accurate information and to communicate both in English and Thai and both in written and spoken forms

2.2 Purpose for course development and modification

To modify and improve the course through the addition of teaching methods that promote active learning. These methods will help ensure that the aims and objectives of the course will be achieved.

3. Course Management

3.1 Course Description

Terminology and vocabulary for tour guides, and development of English speaking skills for describing and talking about; temples, palaces, Thai food, accommodation, travel, and tourist attractions.

3.2 Teaching hours per semester

Lecture Hours	Additional Teaching Hours	Training and Fieldwork	Self- study Hours
45 hours	-	-	90 hours

3.3 Consultation hours

- 1) Group and/or individual consultations may be arranged for 3 hours per week.
- 2) Consultations may also be done through email and social media messaging for convenience.

4. Student Learning Development

Teaching and Assessment

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p><u>Morals and Ethics</u></p> <ol style="list-style-type: none"> 1. Develop problem solving skills with great consideration of moral, ethical and social values. 2. Exhibit a sense of responsibility towards learning and accomplishing assigned tasks. 3. Be open-minded and have a holistic understanding of the society and the world. 4. Be able to acquire and apply the knowledge morally and ethically 5. Be able to show honesty, integrity and selflessness 	<p>Promote cooperative learning that can help develop problem-solving skills by prioritizing activities that are done by groups to let students learn to share equal responsibility in accomplishing tasks.</p>	<p>Students will be observed for their work behavior by the lecturer and will also be evaluated by their peers</p>	<p>2 – 15</p>	<p>10%</p>
<p><u>Knowledge</u></p> <ol style="list-style-type: none"> 1. Have the general and systematic knowledge of the various concepts of the English language and fields of study such as translation, teaching English, literature and linguistics. 2. Have the awareness of the principles and theories involving the English language and fields of study such as translation, teaching English, literature and linguistics. 	<p>Employ simulation and interactive demonstrations in presenting theories and principles of correspondence and the practical application of these concepts</p>	<p>Written formative and summative assessments (writing exercises, short tests, midterms and final exam) will be given to the students</p>	<p>2 – 16</p>	<p>60%</p>

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p>3. Understand the progress and advancements of knowledge specifically in learning the English language and the different fields of study.</p> <p>4. Be well-informed of the various studies and research on relevant issues</p> <p>5. Acquire the knowledge and understanding of the culture of the ASEAN countries, western culture, and most importantly of one's own culture</p>				
<p><u>Cognitive Skills</u></p> <p>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>2. Have the ability to integrate the English language skills and understand academic and professional concepts of the English language.</p> <p>3. Be able to apply the principles and theories learned on training other appropriate situations</p> <p>4. Be able to apply the concepts and innovate to aid in continuously developing academic and professional skills.</p> <p>5. Have the ability to apply the knowledge learned to be able to adapt to the society and in a multicultural environment.</p>	<p>Organize activities that use the problem-based learning method to allow students to think logically and learn in a more constructive approach</p>	<p>Students will be observed for their work behaviour by the lecturer as well as their peers and will also be assessed through written tests and exercises</p>	<p>2 – 16</p>	<p>60%</p>

Learning Domains	Teaching Strategies	Assessment Method	Week of Evaluation	Percentage
<p><u>Interpersonal Skills and Responsibility</u></p> <ol style="list-style-type: none"> 1. Have the initiative to help others to solve problems. 2. Possess leadership and cooperative skills appropriate for the situation 3. Be able to think logically in analyzing and solving issues by employing their knowledge of the English language and technological innovations. 4. Show responsibility in learning to achieve personal and professional development 5. Be able to prepare oneself in adapting to societal and cultural changes. 	<p>Organize activities that employ cooperative learning and problem-based learning to encourage students to work collaboratively</p>	<p>Behavioural observation and peer evaluation for group work or group assignments</p>	<p>2 - 15</p>	<p>40%</p>
<p>Analytical, Communicative and IT Skills</p> <ol style="list-style-type: none"> 1. Be able to learn and acquire problem-solving skills 2. Be able to select and apply various techniques in using the language correctly 3. Be able to use technology in acquiring, gather and recommend accurate and correct information 4. Be able to communicate in written and verbal form in both the Thai and the English language 	<p>Assign tasks that involve the use of technology in searching for information and encourage students to utilize a variety of technological resources in accomplishing and presenting tasks.</p>	<p>Students will be evaluated through written assignments, group presentations and projects</p>	<p>2 – 15</p>	<p>50%</p>

5. Lesson Plan and Evaluation

5.1 Lesson Plan

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
1 (3 Hrs.)	Course Introduction	<ul style="list-style-type: none"> - Explain course syllabus and course requirements - Give a brief introduction of topics that will be covered in the course 	<ul style="list-style-type: none"> - Whiteboard - Projector 	N/A	Andrew Coltrane
2 (3 Hrs.)	Food and Restaurants: description/recommendation ordering	<ul style="list-style-type: none"> - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	Andrew Coltrane

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
3 (3 Hrs.)	Hotels: description/recommendation/ booking/money-costs	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises Group work/Pair work	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	Andrew Coltrane
4 (3 Hrs.)	Sightseeing I: guided tours/ recommendations/ places of interest/ exhibitions	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises Group work/Pair work	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	Andrew Coltrane

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
5 (3 Hrs.)	Speaking test #1			Attendance and Participation – 10% Test – 10%	Andrew Coltrane

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
6 (3 Hrs.)	Sightseeing II: guided tours/ recommendations/ places of interest/ exhibitions	<ul style="list-style-type: none"> - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	Andrew Coltrane

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
7 (3 Hrs.)	Around Town: transport/directions/places	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	Andrew Coltrane
8 (3 Hrs.)	History and Culture I: festivals/historical facts temples/customs	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	Andrew Coltrane

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
9 (3 Hrs.)	Mid – term exam			Attendance and Participation – 10% Exam – 20%	Andrew Coltrane
10 (3 Hrs.)	History and Culture II: festivals/historical facts temples/customs	<ul style="list-style-type: none"> - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises 	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
		<ul style="list-style-type: none"> - Group work/Pair work 			

11 (3 Hrs.)	Tour Management I: tour organizing/vacations	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	Andrew Coltrane
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Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
12 (3 Hrs.)	Tour Management II: tour organizing/vacations	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	Andrew Coltrane
13 (3 Hrs.)	Speaking Test #2			Attendance and Participation – 10% Test – 10%	Andrew Coltrane

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
14 (3 Hrs.)	Working in Tourism I: jobs/applications/interview	<ul style="list-style-type: none"> - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	Andrew Coltrane
15 (3 Hrs.)	Working in Tourism II: jobs/applications/interview	<ul style="list-style-type: none"> - Review - Interactive lecture - Model language/examples - speaking practice - Listening practice - Reading/Writing exercises - Group work/Pair work 	<ul style="list-style-type: none"> - Whiteboard - Projector - Worksheets - Mp3 audio 	Attendance and Participation – 10% Assignments and exercises – 20%	Andrew Coltrane

Week No. (No. of hours)	Topics / Details	Teaching Strategies / Exercises	Teaching Materials	Assessment and Evaluation (Percentage)	Lecturer
16 (3 Hrs.)	Final Exam			Final Examination – 30%	Andrew Coltrane

5.2 Assessment and Evaluation

1) Grading Breakdown:

Attendance and Participation	10%
Assignments and Exercises	20%
Tests	20%
Midterm Exam	20%
Final Exam	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

6. Learning Resources

6.1 Primary Textbook / Documents

Strutt, Peter (2003). *English for international tourism*. Pearson Education Ltd.
Eastwood, John (1994) *English for travel*. Oxford University Press.

6.2 Essential References

- English – English / Thai – English Dictionary
- <http://owl.english.purdue.edu>

6.3 Recommended Books and Reference Material

- <http://en.oxforddictionaries.com>

7. Course Evaluation and Improvement

7.1 Student course evaluation strategies

- 1) Confidential teacher evaluation done by the students
- 2) Evaluation of each learning domain done by the students

7.2 Teaching evaluation strategies

- 1) Confidential Teacher Evaluation Form
- 2) Student self-evaluation form

7.3 Teaching Improvement Process

Course and teaching evaluation results will determine appropriate improvements for the course and the teaching strategies

7.4 Standard verification of student achievement

Verification of student learning outcome is done through behavioral observation, test scores, activities and presentations.

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) In the event that the student scores do not verify the effectiveness of the course, students are allowed to improve their scores as deemed necessary.