



## Thai Qualification Framework #3

### Course Specification (302 301)

Institution Name: Mahachulalongkornrajavidyalaya University

Campus/Faculty/Department: Faculty of Humanities

#### Unit 1 General Information

1. Subject Code and Name of the Subject/Course	302 301: Professional Listening and Speaking in English
2. Number of Credit	3 Credits (3-0-6)
3. Degree and Course	Bachelor of Arts      Major: English
4. Name of Instructors: Mr Suriya Bunyarang	
5. Semester/Graduate Level/Year	Second Semester/Third Year (Academic year 1/2024)
6. Pre-requisite	N/A
7. Co-requisites	N/A
8. Location/Place of study	Mahachulalongkornrajavidyalaya University, Khonkaen Campus
9. Latest Date of Course Revision	23rd May 2024

## Unit 2 Purpose and Objectives

<p>1. Course Focus/Purpose</p> <p style="margin-left: 40px;">Aims to equip individuals with the communication skills necessary for success in various professional settings, fostering effective verbal interactions, clear articulation, and active listening abilities.</p>
<p>2. Objectives of Course Revision</p> <p style="margin-left: 40px;">Develop and improve the content of the subject to be clear and consistent with the course focus/purpose. It can lead to effective management of teaching and learning which enable participants to apply IT media regarding to strengthen their listening and speaking skills in various fields meeting the requirement of the TQF.</p>

## Unit 3 Procedural method

<p>1. Course description</p> <p style="margin-left: 40px;">The "Professional Listening and Speaking in English" course is designed for individuals seeking to enhance their communication skills in a professional context. This course focuses on refining both listening and speaking abilities, providing participants with the tools necessary for effective communication in the daily basis and workplace. Through practical exercises, real-world simulations, and targeted skill development, participants will gain confidence and proficiency in professional communication scenarios.</p>			
<p>2. Teaching Hours per semester</p>			
Lecture	Extra/Supplementary teaching	Practical/field work/training	Self-access learning
Lecture 45 hours per semester	Supplementary teaching as per requirement of individual student's need	N/A	9-hour self-studying
<p>Number of hours per week for individual counselling to students</p> <p>Instructor would notify counselling hours and timings on the faculty webpage or official website</p> <p>Instructor would arrange 1 hour per week for individual or group counselling as per requirement</p>			

### 3. Curriculum Mapping

Code	Subject Title	Virtue and Ethics			Knowledge			Wisdom			Personal Relationship skill and responsibility			Skill in numerical/statistical analysis, communication media and technology		
		1	2	3	1	2	3	1	2	3	1	2	3	1	2	3
<b>I Core English Subjects (required) 15 credits</b>																

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302 301	Professional Listening and Speaking in English			●	●				●			●			●	

### Unit 4 Students' Learning Development

1. Virtue and Ethics
1.1 Virtue and Ethics required to develop

<p>Virtue and ethics development in students for harmonious living in society and collective well-being; instructor makes an effort at inserting virtue-building and ethical issues in the content of the text enabling students to integrate them with knowledge acquisition on the specific subject as per the following requirement of the subject –</p> <ol style="list-style-type: none"> <li>(1) Possess moral virtues and dedicate oneself to Buddhism.</li> <li>(2) Have a sense of public spirit and sacrifice for the common good.</li> <li>/ (3) Respect rights, human dignity, and listen to the opinions of others.</li> </ol>
<p>1.2 Teaching method</p> <ol style="list-style-type: none"> <li>(1) Integrate moral virtues, dedication, public spirit, and sacrifice for the common good into teaching.</li> <li>(2) Be a good role model for students.</li> <li>(3) Learn from case studies of moral issues to help students practice problem-solving.</li> <li>(4) Learn from real-life situations and organise activities inside and outside the classroom.</li> </ol>
<p>1.3 Evaluation method</p> <ol style="list-style-type: none"> <li>(1) Continuously observe students' behaviour inside and outside the classroom.</li> <li>(2) Discussion, reports, presentations, and answering questions.</li> <li>(3) Consider students' participation in activities.</li> <li>(4) Self-assessment and peer assessment.</li> </ol>
1. Knowledge
2.1 Knowledge acquisition

Knowledge and ability in the use of English communication throughout several communicating scenarios –

- / (1) Possess knowledge, understanding of principles, theories, and content.
- (2) Use knowledge to explain phenomena logically.
- (3) Apply knowledge to daily life and seek continuous learning opportunities.

## 2.2 Teaching Method

Lecture with citation of examples, use of instructional documents, media, assigned work, exercise, worksheets, classroom discussion with a focus on student-centred and problem-based learning

- (1) Lecture and use problem-solving exercises.
- (2) Teach using case studies.
- (3) Learn by doing.
- (4) Collaborative learning.
- (5) Field trips.

## 2.3 Evaluation Method

- (1) Quizzes.
- (2) Mid-term and final exams.
- (3) Reports or assigned tasks.
- (4) Presentations.

## 3. Wisdom skills

### 3.1 Wisdom skill development

- (1) Ability to research, understand, and evaluate information.
- / (2) Analytical and synthetic thinking, with reasoning.
- (3) Ability to apply knowledge and skills to solve problems appropriately.

Develop skills in thinking and analysing subject-content systematically, ability in applying the knowledge in actual situation, having knowledge and understanding of ideas, principles and theories with thoughtful and analytical procedure and creative way of problem solution whilst confronting new and unthought-of-situation, ability in investigating the real issue/s, drawing conclusion that leads to understanding along with analysis and synthesis of problem and integration of the subject-based knowledge with Buddhist principles.

### 3.2 Teaching Method

- (1) Lecture with visual aids.
- (2) Teach using case studies.
- (3) Learn by doing.
- (4) Collaborative learning.

(5) Field trips.

### 3.3 Evaluation method

- (1) Observation of behaviour and performance during learning and group work.
- (2) Evaluation of assigned works.
- (3) Consideration of students' participation in activities.

Mid-term test and final examination with emphasis on analysis, application, and integration of subject-content using cloze test, worksheets, exercises, and presentations

## 4. Personal Relationship skill and responsibility

### 4.1 Personal Relationship skill and responsibility required to develop

- (1) Ability to work as a team, both as a leader and a follower.  
/ (2) Good interpersonal relationships, emotional control, and acceptance of individual differences.
- (3) Self and social responsibility.

### 4.2 Method of teaching

- (1) Assign group tasks.
- (2) Teach from real situations occurring in the community and society.
- (3) Organize learning activities inside and outside the classroom.
- (4) Field trips.

### 4.3 Evaluation method

- (1) Observe behaviour and communication during learning and teamwork.
- (2) Evaluate assigned works.
- (3) Consideration of students' participation in activities.

## 5. Skill in numerical/statistical analysis, communication media and technology

### 5.1 Skill in numerical/statistical analysis, communication media and technology required to develop

- (1) Ability to analyse numerical data.  
/ (2) Good communication skills in listening, speaking, reading, and writing.
- (3) Proper use of information technology for learning.

## 5.2 Teaching method

- (1) Teach through practice.
- (2) Assign research tasks from various sources of information.
- (3) Present works using computers and information technology.

## 5.3 Method of evaluation

- (1) Quizzes.
- (2) Mid-term and final exams.
- (3) Reports or assigned tasks.
- (4) Presentations.

## Unit 5 Lesson Plan and Evaluation

### 1. Lesson Plan

Serial Week	Course Outline	Teaching Hours	Activities and Teaching media	Instructor
1	<p><b>INTRODUCTION</b></p> <p>Introduction on Teaching Plan</p> <p>Description of subject</p> <p>Objectives of subject</p> <p>Methods of evaluation</p> <p>Learning activities</p> <p>Assignment</p> <p>Attendance</p> <p>Pre-test</p> <p>- Understand the importance of effective communication in a professional context.</p> <p>- Assess individual listening and speaking skills.</p>	3	<p>Lecture</p> <p>Worksheet</p> <p>PowerPoint</p> <p>Projector</p> <p>Pretest</p>	Mr Suriya Bunyarang
2-4	UNIT 1: Advanced Listening Strategies	9	<p>- Listening comprehension exercises with professional audio materials.</p> <p>- Simulated business meeting scenarios with note-taking practice.</p> <p>- Group discussions on effective listening in the workplace.</p>	Mr Suriya Bunyarang

Serial Week	Course Outline	Teaching Hours	Activities and Teaching media	Instructor
5-7	UNIT 2: Professional Vocabulary Building and Pronunciation	9	<ul style="list-style-type: none"> <li>- Vocabulary building games and exercises related to various industries.</li> <li>- Pronunciation drills with a focus on commonly used professional terms.</li> <li>- Role-playing scenarios using new business vocabulary.</li> </ul>	Mr Suriya Bunyarang
8	MID-TERM TEST	3		
9-11	UNIT 3: Effective Business Communication Etiquette	9	<ul style="list-style-type: none"> <li>- Business communication role-plays.</li> <li>- Email writing exercises.</li> <li>- Phone conversation simulations with a professional tone.</li> </ul>	
12-13	UNIT 4: Structuring and Delivering Professional Presentations about Buddhism	6	<ul style="list-style-type: none"> <li>- Presentation skills workshops.</li> <li>- Individual and group presentations.</li> <li>- Peer and instructor feedback sessions.</li> </ul>	Mr Suriya Bunyarang
14-15	UNIT 5: Participating and Leading Meetings Successfully	6	<ul style="list-style-type: none"> <li>- Simulated business meeting scenarios.</li> <li>- Group discussions on meeting strategies and</li> </ul>	Mr Suriya Bunyarang



Serial Week	Course Outline	Teaching Hours	Activities and Teaching media	Instructor
			communication dynamics. - Role-playing exercises for leading meetings.	
16	UNIT 6: ROUNDUP	3	- Group review activities. - Final individual or group presentations on professional topics. - Course reflection and feedback session.	Mr Suriya Bunyarang
17	FINAL EXAMINATION	3		Invigilator

## 2. Evaluation Plan of Knowledge Acquisition

No	Evaluation Method	Test Week	Percent
1	Mid-term test	8	20%
	Final examination	17	30%
2	Group presentation (10) Active participation in Discussion (5) Practical exercises (10)	Throughout the course	30%
3	Class attendance Class participation	Throughout the course	20%

## Unit 6 Instructional Resources

<p>1. Course book</p> <p>There is no required textbook for this course. All required reading and resources will be provided online.</p>
<p>2. Important documents</p> <p>Any materials related to Professional Listening and Speaking in English available online</p>
<p>3. Recommended Books</p> <ol style="list-style-type: none"> <li>1. Gillett, A. (2004). <i>Speak Business English Like an American</i>. Language Success Press.</li> <li>2. Murphy, H. A., &amp; Hildebrandt, H. W. (1991). <i>Effective Business Communication</i>. McGraw-Hill Education.</li> <li>3. Gallo, C. (2014). <i>Talk Like TED: The 9 Public-Speaking Secrets of the World's Top Minds</i>. St. Martin's Press.</li> <li>4. Rushton, P. (2019). <i>In Other Words: Phrases for Growth Mindset</i>. Independent Publisher.</li> <li>5. Garner, B. A. (2013). <i>HBR Guide to Better Business Writing</i>. Harvard Business Review Press.</li> <li>6. Patterson, K., Grenny, J., McMillan, R., &amp; Switzler, A. (2011). <i>Crucial Conversations: Tools for Talking When Stakes Are High</i>. McGraw-Hill Education.</li> <li>7. Brown, S., &amp; Smith, D. (1989). <i>Listening Myths: Applying Second Language Research to Classroom Teaching</i>. University of Michigan Press.</li> <li>8. Goulston, M. (2010). <i>Just Listen: Discover the Secret to Getting Through to Absolutely Anyone</i>. AMACOM.</li> </ol>

## Unit 7 Evaluation and Revision of Subject

### 1. Students Evaluation of Subject/Course Effectiveness

Evaluation of Subject/Course effectiveness based on students' suggestion and feedback as per the following steps –

- Instructor and course evaluation form
- Evaluation worksheet on course objectives' effectiveness
- Student-teacher dialogue
- Observation of students' behaviour
- Online feedback on departmental web-page designed by the instructor for interaction with students

### 2. Teaching Evaluation Strategy

Data for teaching evaluation have the following strategies –

- Questionnaire on teaching effectiveness
- Observation of teaching by members of teaching team
- Exam results
- Scrutiny of exam scores

### 3. Teaching improvement

The results from the teaching evaluation are used in improving the teaching as follows –

- Instructor be informed about the results of students' evaluation
- Seminar on teaching
- Classroom and applied research

### 4. Examination of the scale of students' success in the subject

During the entire teaching course, revisionary examination of success be conducted on main subject heading based on worksheet, exercise, student interview, assigned work, students' conduct, both before and after the final exam as follows –

- Revision of exam score of students by invited experts or resource persons
- Evaluation of students' examination score or grade report based on examination of question papers, worksheet, report, method of scoring and students' behaviours by the departmental committee

### 5. Revisionary procedure and improvement plan for course effectiveness

For raising the standard, the following revision plan is laid out course

- Revision every 3 years or as per the requirement suggested after evaluation of success score in point 4
- Instructor develop new perspectives on knowledge application based on research
- Arrange workshop for exchange of knowledge and brainstorming on development of better and proficient teaching and learning method

(Suriya Bunyarang)

The Lecturer

23 May 2024

(Asst.Prof. Somphong Paññādharo)

The Head of the Department

23 May 2024