



**UNIVERSITY OF
MOHAMMED
KHIDER
BISKRA**

A COURSE DESIGN IN ESP

**presented by :
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NEEDS ANALYSIS QUESTIONNAIRE

A study of Needs Analysis of English Language for Aircraft Heavy Maintenance Mechanics

PART I

Background information

Instructions: Please check $\sqrt{\quad}$ all that apply to you and fill in the blanks provided

1. Age: ☒ 20-29 ☐ 30-39
☐ 40-49 ☐ 50-59
2. Gender: ☒ Female ☐ Male
3. Education ☐ Below Bachelor's Degree
☐ Bachelor's Degree
☐ Master's Degree
☐ Doctorate
4. How long have you been working as heavy maintenance mechanic?
☒ 1-5 years
☐ 6-10 years
☐ 11-15 years
☐ 16-20 years
☐ 21-25 years
☐ 26-30 years
☐ 31-35 years
☐ 36 years or more
5. Do you think English is important for your present job? ☐ Yes ☐ No
6. Does the company provide adequate English courses for you?
☒ Yes ☐ No
7. The latest English course provided by the company in which you participated was.....one.....months ago/years ago
8. During the job, do you have the opportunity to welcome the foreigners?
☒ Yes
If yes, how many time?

☐ 1-3 times ☐ 4-6 times ☐ 7-10 times ☒ more than 10 times

(Please specify).....

☐ No

9. During the job, do you have the opportunity to communicate with the foreigners?

☒ Yes

If yes, how many times?

☐ 1-3 times ☐ 4-6 times ☐ 7-10 times ☒ More than 10 times

(Please specify).....

☐ No

10. During the job, do you have the opportunity to travel aboard for job operations?

☒ Yes

If yes, how many times?

☐ 1-3 times ☐ 4-6 times ☒ 7-10 times ☐ More than 10 times

(Please specify).....

☐ No

11. How do you develop your English skills?

☒ By studying at

☐ By self-study

(choose more than one answer)

(choose more than one answer)

☐ AUA

☐ Read English books

☒ British Council

☐ Listenining to conversations from internet

☐ ECC

☐ Talk with foreigners

☐ Language Institute

☐ Read magazines

☐ Other language schools

☐ Read newspaper

☐ Listen to music

☐ Watch movies

☐ Other (please specify).....

12. Please rate your English proficiency in the following skills

Skills	beginner	Elementary	intermediate	upper-intermediate	advanced
Listening		✓			
Speaking			✓		
Reading		✓			
Writing		✓			

PART 2

Opinions on Needs and Problems of Using English of Aircraft Heavy Maintenance Mechanics

Instructions: Please check ✓ in the boxes on the left to rate your needs in using English language in each provided situations and check ✓ in the boxes on the right to rate your problems in using English languages in such situations.

To what extent do you need the English skills, and to what extent do these skills cause you problems?

Needs						Problems				
Extremely (5)	Mostly (4)	Moderately (3)	Slightly (2)	Least (1)	Skills	Extremely (5)	Mostly (4)	Moderately (3)	Slightly (2)	Least (1)
	✓				Listening			✓		
	✓				Speaking			✓		
					Reading			✓		
					Writing			✓		

- To what extent do you need to use English skills in the following activities and to what extent are using English in these activities/situations difficult for you?

1. Listening

Needs						Problems				
Extrem ely (5)	Mostly (4)	Modera tely (3)	Slight ly (2)	Least (1)	Activities	Extrem ely (5)	Mostly (4)	Modera tely (3)	Slight ly (2)	Least (1)
		✓			Listening to and understandi ng general conversatio ns				✓	
	✓				Listening to and understandi ng questions about jobs				✓	
✓					Listening to and understandi ng descriptio s of aircraft parts				✓	
✓					Listening to and understandi ng foreign superiors				✓	
					Listening to and understandi					

Needs						Problems				
Extrem ely (5)	Mostly (4)	Modera tely (3)	Slight ly (2)	Least (1)	Activities	Extrem ely (5)	Mostly (4)	Modera tely (3)	Slight ly (2)	Least (1)
✓					ng lectures from foreign instructors				✓	
	✓				Listening to and understandi ng foreign auditors					✓
		✓			Listening to and understandi ng telephone conversatio ns					✓
✓					Listening to and understandi ng foreign colleagues when performing aircraft maintenanc e aboard				✓	
					Listening					

Needs						Problems				
Extremely (5)	Mostly (4)	Modorarily (3)	Slightly (2)	Least (1)	Activities	Extremely (5)	Mostly (4)	Modorarily (3)	Slightly (2)	Least (1)
✓					to and understanding different accents and dialects			✓		
✓					Listening to and understanding new vocabulary		✓			

2. Speaking

Needs						Problems				
Extremely (5)	Mostly (4)	Modorarily (3)	Slightly (2)	Least (1)	Activities	Extremely (5)	Mostly (4)	Modately (3)	Slightly (2)	Least (1)
		✓			Greeting, Introduction					✓
		✓			Making requests				✓	
	✓				Explaining and providing suggestion on job information			✓		
					Offering					

Needs						Problems				
Extremely (5)	Mostly (4)	Modestly (3)	Slightly (2)	Least (1)	Activities	Extremely (5)	Mostly (4)	Modestly (3)	Slightly (2)	Least (1)
		✓			help			✓		
		✓			Questioning				✓	
	✓				Making phone conversation			✓		
		✓			Apologize when error occurs				✓	
✓					Explaining the reasons of failure			✓		
		✓			Clarifying questions or confirming message				✓	
✓					Pronouncing English consonant and vowel sounds correctly		✓			
					Speaking with appropriate					

Needs						Problems				
Extremely (5)	Mostly (4)	Modestly (3)	Slightly (2)	Least (1)	Activities	Extremely (5)	Mostly (4)	Modestly (3)	Slightly (2)	Least (1)
✓					word stress		✓			
✓					Speaking with appropriate word intonation		✓			
	✓				Speaking by using airlines terminology correctly				✓	

3. Reading

Needs						Problems				
Extremely (5)	Mostly (4)	Modestly (3)	Slightly (2)	Least (1)	Activities	Extremely (5)	Mostly (4)	Modestly (3)	Slightly (2)	Least (1)
		✓			Reading general publications				✓	
		✓			Reading for main idea				✓	
	✓				Reading agreement and contracts			✓		
					Reading					

Needs						Problems				
Extremely (5)	Mostly (4)	Modera tely (3)	Slight ly (2)	Least (1)	Activities	Extrem ely (5)	Mostly (4)	Modera tely (3)	Slight ly (2)	Least (1)
	✓				information on task-card			✓		
	✓				Reading information on faxes			✓		
			✓		Reading information on e-mail				✓	
✓					Reading aircraft manual CMM, AMM, SB, IPC, SRM, SIL				✓	
	✓				Reading Work Order			✓		
	✓				Reading company update news			✓		
					Reading FAA and EASA Certificate					

Needs						Problems				
Extremely (5)	Mostly (4)	Modorarily (3)	Slightly (2)	Least (1)	Activities	Extremely (5)	Mostly (4)	Modorarily (3)	Slightly (2)	Least (1)
✓					of Airworthiness			✓		
	✓				Reading aviation organization website in English				✓	

4. **Writing**

Needs						Problems				
Extremely (5)	Mostly (4)	Modorarily (3)	Slightly (2)	Least (1)	Activities	Extremely (5)	Mostly (4)	Modorarily (3)	Slightly (2)	Least (1)
✓					Writing resumes			✓		
		✓			Writing e-mail				✓	
		✓			Writing daily report				✓	
		✓			Writing Work Order				✓	
		✓			Writing Task Card				✓	
	✓				Writing note			✓		

Needs						Problems				
Extremely (5)	Mostly (4)	Modorarily (3)	Slightly (2)	Least (1)	Activities	Extremely (5)	Mostly (4)	Modorarily (3)	Slightly (2)	Least (1)
✓					Writing maintenance documents		✓			
	✓				Writing Visa application or customs forms			✓		

PART 3

Opinions and suggestions for the courses of teaching-learning activities provided to the Aircraft Heavy Maintenance Mechanics

1. About teaching-learning managements and materials

Instructions: Please check ✓ in the boxes provided by using the criteria below:

5 – Strongly agree

4 – Agree

3 – No opinion

2 - Disagree

1 – Strongly disagree

Teaching-learning managements and materials	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
Four skills should be taught equally		✓			
The course should emphasize on listening skill		✓			
The course should emphasize on speaking skill		✓			

Teaching-learning managements and materials	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
The course should emphasize on reading skill			✓		
The course should emphasize on writing skill			✓		
You want to learn by lecturing only, no emphasizing on any particular skills				✓	
You want to participate in class activities		✓			
Using only a text book is enough				✓	
You want to learn English Language throughout a range of media		✓			
You want to be evaluated at the end of the course	✓				

Instructions: Please check ✓ in each item that best represents your own opinion.

- You want the course duration to be
 - ☐ less than 30 hours (please specify).....
 - ☐ 30 hours
 - ☒ more than 30 hours (please specify).....
- You want the course schedule to be
 - ☒ once a week until the course is done
 - ☐ every day for one week
 - ☐ every day for two weeks
 - ☐ every day for three weeks

3. Please specify hours you want to study each time
☐ 1 hour ☐ 2 hours ☒ 3 hours ☐ Other (please specify)
4. You want to study with
☒ a native speaking instructor
☐ a Thai instructor
☐ a native and Thai instructor sharing the teaching topics
☐ a native instructor who has Thai instructor as an assistance teacher
5. How do you want the instructional materials to be delivered ?
☒ traditionally face-to-face
☐ online and multimedia based
☐ both
6. what is your learning style :
☒ Visual (prefer images , graphic organizers , maps)
☒ Auditory (prefer listening and speaking , and discussions)
☐ Read & write (learn best through words,ex : taking notes)
☐ Kinesthetic (learn best by figuring things out be hands)
7. Do you like to be exposed to course content before coming to class through reading and video Lectures , and then spend in class time engaging in activities and assignments ?
☒ Yes , totally agree
☐ No , I don' want to try that
☐ May be sometimes
8. Which one do you prefer :
☐ Studying in a large group
☐ Studying individually
☒ Studying in pairs
9. What type of materials do you think the class should include ?
☒ Text books , instructions /equipment manuals , CDs , DVDs , videotapes ..ect
☐ Materials used on a job (work forms ,charts ,...)
10. When do you want the course classes to be held ?
☐ In the early hours of morning or evening
☒ In the middle hours of morning or evening
☐ In the late hours of morning or evening
11. Do you want the topics of the course content to be :
☐ Topics about the job
☐ Varied topics ☒
☐ A mixture of both

NEEDS ANALYSIS

1) Target needs :

WANTS

- **Listening :**
 - Understanding general conversations
 - Understanding lectures from foreign instructors
 - Understanding different dialects and accents
- **Speaking :**
 - Improving pronunciation
 - Using airlines terminology correctly
- **Reading :**
 - Reading for main idea
 - Reading work order
 - Reading company update news
 - Reading aviation organization website
- **Writing :**
 - Writing documents
 - Writing notes
 - Writing resumes

LACKS

- Understanding dialects and accents
- Understanding new vocabulary
- Pronouncing vowels and constants correctly
- Writing documents
- Reading agreement and contracts

NECESSETIES

- **Listening :**
 - Understanding questions about the job
 - Understanding descriptions of aircraft parts
 - Understanding foreign auditors
 - Understanding foreign colleagues when performing aircraft maintenance abroad
- **Speaking :**
 - Explaining and providing suggestions on job information
 - Making phone conversations
 - Explaining the reasons of failure
- **Reading :**
 - Agreements and contracts
 - Reading information on faxes
 - Reading aircraft manual CMM , AMM , SB , IPC , SRM , SIL .
 - Reading work order
 - Reading FAA and EASA certificate of airworthiness
- **Writing :**
 - Writing visa application or customs forms
 - Writing resumes , daily report , notes and documents.

2) learning needs :

- The course duration : 30 hours
- The course schedule should be : once a week until the course is done , and for 3 hours each time
- The course classes should be held : in the middle hours of morning or evening
- Studying with a native speaker instructor
- The instructional material should be delivered : traditionally face to face
- Studying according to the flipped classroom approach
- The materials should serve : a visual and auditory learner (images , maps , videos , discussions)
- Studying in pairs
- The topics included in the course should be : a mixture between “varied topics” and “ topics about the job”

COURSE DESIGN

COURSE OBJECTIVES :

The objectives for each skill are as follows :

Reading :

- Reading technical manuals
- Understanding a variety of textes , such as : agreements , contracts , articles and reports .

Writing :

- Writing documents , such as : aircraft maintenance manuals

Listening :

- Understanding general conversations and different dialects

Speaking :

- Improving pronunciation
- Making phone conversations
- Explaining the reasons of failure

COURSE ORGANIZATION :

The course take place over one academic semester , in a duration of 12 weeks , and the length of 3 hours
With a total number of hours of 36 from beginning to end of the course. The groups are usually between 20 to 30 students . the target learners are master level in aircraft engineering , with an intermediate level in English Language .

MATERIALS USED

Non-authentic materials :

- ✓ Scientific articles
- ✓ Dictionnaires : the Cambridge aerospace dictionary
- ✓ Visual aids : slideshows , videos , images , diagrams and charts
- ✓ Books, such us : aviation maintenance technician handbook

TESTING AND ASSESSEMENT :

- ☐ Quizzes , assignments (formative assesement)
- ☐ A written test at the end of each unit
- ☐ Oral presentations
- ☐ Final semester exam

COURSE CONTENT :

UNIT 01 :

Objectives of the unit :

- ✓ Improve their reading comprehension
- ✓ Acquire new aircraft vocabulary
- ✓ Remind them of the different parts of an airplane
- ✓ Use the vocabulary they learnt to produce a short paragraph
- ✓ Know how to use aircraft vocabulary correctly

Target skills :

- ✓ Reading
- ✓ Writing

➤ Read the following article carefully , and answer the questions below .

Airplanes have been around for nearly a century, with their most well-known role in the history of aviation being that of military transportation. But over the years, air travel has become much more than just a means of moving people and machines from one place to another: it's an opportunity for adventure, discovery, and fun.

Whether you love planes or are just curious about them, an airplane is an interesting subject that requires some understanding of how it works before you can really get into it.

This article provides an overview of the five main parts of an airplane and their functions to help you better understand how these pieces work together

The Engine

The engine is the heart of any airplane and the source of the power that makes it fly. The engine used in most airplanes is a piston engine, which is a type of internal combustion engine. This means that it burns fuel in an enclosed combustion chamber to create pressure and heat, which then powers the pistons driving the air through the fan at high speed.

Engines are typically located on the front of the airplane and are driven by a series of pistons that are connected to a crankshaft, which rotates and spins inside the case of the engine.

The cylinders inside this cylinder bank fire air into combustion chambers, with each cylinder being surrounded by a piston. The heat created from these rods causes fuel to be vaporized and ignited, resulting in a burst of power for your plane

The Landing Gear

The landing gear is one of the most important parts of an airplane. It keeps the plane on the ground and prevents it from crashing. When you land, your landing gear will be lowered to allow the wheels to touch down right at the end of the runway, which prevents any damage to your aircraft.

The landing gear is a retractable, horizontal surface that connects the airplane to the ground. It's designed to guide the plane as it makes its descent; when it's retracted, it creates more lift for takeoff and landing.

The landing gear is mostly made of carbon fiber composite materials and springs to make sure it keeps up with the weight of the plane.

The landing gear retracts during takeoff and landing to ensure smoother takeoffs and landings. It allows an airplane to create more lift at takeoffs and landings by increasing drag on the wings when they're in their retracted position.

The Fuselage

The fuselage is the main body of an airplane. It's a long, cylindrical tube that contains the engines, passengers, cargo, flight controls, other internal components, as well as the fuel tanks. It includes the cockpit, which is located near the front of the fuselage.

This section provides structural support for the wings and tail sections and creates a giant hollow area around all three. Because it contains all these vital parts, it's crucial to aircraft safety.

The cockpit is also a component of a fuselage and often gets mistaken for a separate piece altogether because it can be detached from the rest of the plane during takeoff and landing without causing any serious damage. In fact, this compartment must pass certain tests to ensure that it's safe while in flight before it can be detached so that passengers won't have to disembark early due to safety concerns.

The fuselage is also responsible for carrying all the people in an airplane (the cabin) along with all their luggage and other items they need during their trip.

The Wings

The wings are what connect to the fuselage and provide support for flight. They are attached to the fuselage by means of a long spar that runs from wingtip to wingtip through both sections of each wing.

Wings also provide critical aerodynamic support for aircraft stability during takeoff and landing by enhancing lift, reducing drag, providing directional stability, and changing surface area to help maintain lift for longer periods of time than would be possible without wings in certain positions or configurations. The wings of an airplane are the longest and thickest piece of all its parts.

The wings of an airplane are the primary way that it stays aloft. Wings have several things going on at once, including ailerons and elevators. Ailerons control the plane's roll, or left/right turning motion, while elevators control the up/down motion

The Empennage

The empennage is the rear part of the tail assembly of a fixed-wing aircraft. It includes horizontal and vertical stabilizers, which are also known as flight control surfaces. These surfaces keep the airplane stable during flight, as well as help it glide laterally and vertically.

This section also includes other structures such as the airfoil cowlings and wingtips that play a crucial role in performance and safety. Other components of the aircraft empennage include the vertical stabilizer, rudder (a small yoke-shaped device that controls the angle of the aircraft's nose), elevators (smaller yokes that control how much up or down your aircraft pitches when it moves), and rudders. These components are what give an airplane its ability to fly, along with its ability to steer in the desired Direction

✚ Answer the following questions :

- What is the article about ?
- How many parts are there in an airplane ?
- Identify the role of each part !
- Which part of airplane that contains the engines, passengers, cargo, flight controls ?
- Which part of airplane that provide critical aerodynamic support for aircraft stability ?
- Which part of airplane that keeps the airplane stable during flight?
- Which part of airplane that creates pressure and heat ?

✚ Task :

1. Identify the key terms that you haven't understood , then look them up
2. Identify a general idea for each paragraph
3. Summarize the article , while making use of the vocabulary you have learnt (rely on the technique Of summarizing wich is mentioned below)

- Identify the main point of the article. Concentrate on the main idea, define what the author wanted to say to readers.
- Circle key terms. Take a pencil and circle the main important parts of written text or book.
- Divide the entire paper into several sections.
- Formulate the main idea of the article.
- Summarize each section. It means you should formulate the main idea of each part of the article.