Knowledge Management : KM

“Student handbook for International Students
National Defence College Class 60 (2017 – 2018)”

Educational Development Division, National Defence College of Thailand
National Defence Studies Institute
July 2018
Student handbook for International Students
National Defence College Class 60 (2017 – 2018)

Educational Development Division, National Defence College of Thailand
National Defence Studies Institute
July 2016
PREFACE

This Student handbook has constructed in order to support International Students of National Defence College of Thailand (NDC 60). Which content of background, mission, Organization Chart, Course Outline and Course Syllabus in 2017 – 2018.

The objective of this handbook are; to give clearly detail for NDC international students about course syllabus and overall NDC information, to guide NDC international students about academic concept and theories that students can prepare for further studies. And to present key date for academic year and important activities for future international students with curriculum and course overview program in 2017-2018. The NDC international students will received clearly all subject information of NDC Course in one year such as Administration, method of study, objective and scope. Moreover, the handbook present the map of NDC building, study room, canteen and club store.

Organizers hope that this Student handbook will direct benefits for NDC international students and be useful for all department in Royal Thai Armed Forces Headquarters as well as interested readers. If there are errors. Organizers apologize at this occasion. Organizers glad to accept your beneficial suggestions to improve this Student handbook completely. Please inform errors or suggestions at Education Development Division, National Defence College of Thailand. National Defence Studies Institute. It will be grateful to receive your information.

Educational Development Division,
National Defence College of Thailand.
National Defence Studies Institute
January, 2016
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Member of Knowledge Management Group

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Chapter 1 Introduction

1.1 The importance/Background of Student handbook

National Defence College Council approved the opening of NDC education and study course for NDC 60 students in year 2017 - 2018. NDC education committee designed and published NDC study courses in Thai language and distribute to NDC 60 student to introduce NDC course syllabus, subjects and study method and all activities that NDC 60 students have to participate in 2017 -2018.

Since 2005, NDC had 49 international students attended in NDC including Cambodia, Malaysia, Vietnam, China, Singapore, Indonesia, India, Brunei, Japan, Loa, Australia, The United Kingdom, and Korea. In 2018, NDC class 60 has new foreign students from Pakistan, India, Cambodia, Vietnam, Indonesia, and Malaysia. Almost of NDC international students request to have NDC study course in English to prepare research and study subjects in advance. NDC was aware that preparing Student handbook will be profitable for NDC international students which will give NDC course details and NDC map as well as interesting place to visit for international students.

1.2 The objective of Student handbook

1. To give clearly detail for NDC international students about course syllabus and overall NDC information.
2. To guide NDC international students about academic concept and theories that students can prepare for further studies.
3. To present key date for academic year and important activities.

1.3 The Framework of Student handbook

This handbook presents the curriculum of NDC’s educational; Part I (Orientation session) and Part II (Main course). Each part consist of modules while the modules are include information about groups, subjects, code, duration, methods, objectives, and scope.
1.4 Knowledge management map

<table>
<thead>
<tr>
<th>Input</th>
</tr>
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</table>
| • Official document asking for update curriculum from School of Interdisciplinary Security Studies by Educational Development Division  
• Data collection and preparation of update curriculum and administration |

![Knowledge Management Map](image)

Figure 1. Overview of knowledge management map

1.5 The definitions

National Defence College Council: The National Defence College Council which the Minister of Defence is the Chairman and the Chief of Defence Forces is the Vice Chairman.

Chairman of The Academic Committee: Superintendent of National Defence College.

The Academic Committee: The committee are Division Directors, Faculty Advisors, and Invited Senior Alumni.
Chapter 2

Student handbook for International Student
National Defence College Class 60 (2017 – 2018)

2.1 Role and Responsibility

2.1.1 Structure of organization chart

2.1.2 Role/Responsibility

**The National Defence College Board**

Acting in an advisory capacity to the College, NDC Board also prescribes rules and regulations for admission, instruction and graduation of the students. This Board is chaired by the Minister of Defence with the Chief of Defence Forces as the Vice Chairman.

**The Academic Committee**

On academic matters, the Superintendent is assisted by the Academic Committee. The Committee is composed of the Superintendent as Chairman, and Deputy, Superintendent as Vice - Chairman, Division Directors, Faculty Advisors, and Invited Senior Alumni. The Committee would oversee and provide recommendations to ensure that each course is being properly directed and kept within international standards.
Administration Division

Administration Division has responsibility for administrative duties such as equipment, library, confidentiality, security, energy, service, and financial of the National Defense College.

Educational Development Division

Educational Development Division has responsible to coordinate in planning, management, and administration of all affairs related to education as well as coordination with students. This is to ensure that the education of the National Defense College meets the goals.

School of Interdisciplinary Security Studies

School of Interdisciplinary Security Studies is responsible for academic affairs in 4 Divisions as:

1. Strategy and Security Studies Division has responsible to providing educational about arts and sciences in the development. The use of national, political, economic, social, psychological and military power in both normal and crisis situations, include the student's opinions to develop national security policy. As well as consulting, writing, researching, validating, and evaluating strategic academic papers and individual research in Strategy and Security Studies field.

2. Politics and Military Affairs Division has responsible to providing educational about political situation and international relations as well as policies and political power in Thailand and abroad. Including develop national security policy on politics and military. As well as consulting, writing, researching, and evaluating political academic papers and individual research in politics and military fields.

3. Economics and Socio-Psychology Division has responsible to providing educational about economic capacity, partnership and economic power of Thailand with foreign countries, social and psychological conditions. Including develop national security policy on Economics and Socio-Psychology. As well as consulting, writing, researching, and evaluating economic academic papers and individual research in Economics and Socio-Psychology field.

4. Science, Technology, Energy and Environment Division has responsible to providing educational about science, technology, energy, environment, relationships between energy and environment of Thailand and abroad. Including develop national security policy on science and technology. As well as responsible for consulting, writing, researching, evaluating and evaluating academic papers and individual research in science and technology field.
Research Supervision and Library Division

Research Supervision and Library Division has responsible to providing educational in matters relating to the writing of personal research papers, Procedures, detail, form, reference, and criteria for consideration in writing personal research papers. Advise on the title and individual research preparation. Research and disseminate evaluation of research writing and information service.

2.1.3 Job description for Student handbook

The Student handbook for international students is under supervision of Deputy Superintendent of National Defence College of Thailand. Basically, the creating process would be linked with the final meeting of NDC Board (generally, the meeting would ended in mid of April). After that, preparation and foreign affairs section, educational development division will translate a new NDC’s curriculum which is writing in Thai in to English language. Then, the curriculum’s draft would be send back to 4 academic division in order to proof all detail and well understanding. The process will be finished after the Deputy School of Interdisciplinary Security Studies, Director School of Interdisciplinary Security Studies, and Deputy Superintendent are proof and Superintendent of National Defence College has singed.

2.2 Rules and Method

2.2.1 Rules/Order

Input: Official document asking for update curriculum from School of Interdisciplinary Security Studies by Educational Development Division and data collection and preparation of update curriculum

Process: Curriculum meeting, discussion and brainstorm, curriculum draft, National Defence College Council meeting, final curriculum handbook (Student handbook in Thai), translation, proof by 4 academic divisions, proof by Deputy School of Interdisciplinary Security Studies, Director School of Interdisciplinary Security Studies, and Deputy Superintendent, and Superintendent of National Defence College has singed the official letter.

Output: Student handbook
2.2.2 The working process/procedure

- Official document asking for update curriculum from School of Interdisciplinary Security Studies by Educational Development Division
- Data collection and preparation of update curriculum and administration

![Diagram showing the working process/procedure]

- Curriculum and Administration Meeting
- Discussion and Brainstorming
- Curriculum and Administration Draft of student handbook
- National Defense College Council Meeting
- Final student handbook (Thai)
- Proof by 4 academic divisions
- Draft student handbook (Eng)
- Final student handbook (Eng)
- Student handbook publication
3.1 The good work process

3.1.1 Take a business workflow inventory

The first step is to list all of the processes or workflows that your business, your division or even your individual department follows to do your daily work. Keep the list simple. List each process, write down what you believe the purpose of that process is, and then list all of the people within your organization involved with this process. The goal here is to be as thorough and exhaustive as you can. Even if it seems like a simple or routine process, like managing work projects or ordering lunches for the crew on Fridays, if it takes someone’s time and effort on a regular basis to do it, it’s a process. Write it down.

3.1.2 Rank the processes

With the list in hand, stack rank each business workflow you’ve written down from most important to least important. This is not easy, as most processes seem super important. Moreover, many processes are often inter-related or dependent. You can’t do one without the other.

3.1.3 Break down the process

The next step is to break down one of the processes into discrete steps—the more granular the better. For some people, it’s easiest to draw out the process on a piece of paper. Others prefer outlining their business workflow process in a spreadsheet or Word document. If the process involves other people—which it typically does—it’s also a good idea to share your drawing or spreadsheet with others to help fill in the blanks.

3.1.4 Solicit feedback

When it comes to improving any workflow or process, the old adage, “progress, not perfection” is best. Very few processes are ever perfect. Moreover, the business and world around us is constantly changing, so it only makes sense that our work processes need to evolve over time as well. Therefore, this is a good time to solicit help from colleagues, co-workers, subordinates and supervisors. Get feedback from anyone directly or indirectly involved in the business workflow chain or the outcomes that the process produces. Seek their opinion on how to streamline steps, improve efficiency, or maybe even try something completely new. While you’ll occasionally identify big changes to processes, more often than not the input to improve is often small and subtle. Don’t discredit these small tweaks! Even the smallest improvement can have a big impact.
3.1.5 Automate your workflow

Care to guess the most common tool people use to track and manage their work processes? The answer is spreadsheets. An estimated 70 to 80 percent of businesses report using spreadsheets to track their critical processes and projects. Although a simple solution, using a spreadsheet to track a critical business workflow can be problematic. They’re difficult to share and keep up to date, as most people have to email them around to others for updates. Spreadsheets are also prone to data errors, as people mistakenly overwrite someone else’s input or just “fat finger” the wrong information or formula into a spreadsheet row or cell.

The good news is that there are a host of modern workflow software solutions, including TrackVia, that are specifically designed to help streamline business processes and workflows. Sometimes referred to as “workflow” or BPM (business process management) software, they vary in terms of features and capabilities. Most, however, are designed to make it easy to centrally collect data, automate steps in a business workflow, and generate better visibility with graphs, charts and reports. Modern workflow solutions like TrackVia also provide advanced capabilities such as mobile and intelligent workflow to further streamline more critical and complex business processes.

3.1.6 Refine, Refine, Refine

No process or workflow is perfect. So once you’ve improved your existing process or have implemented new workflow automation software, expect to refine your process over time. Again, modern business workflow solutions make it easy to refine your process or workflow by allowing you to adjust or improve your workflow with simple drag-and-drop mouse clicks.

3.2 The After Action Review (AAR)

The After Action Review (AAR) is a simple but powerful tool to help you do this. Conducting an AAR at the end of a project, program or event can help you and your team learn from your efforts. Furthermore, sharing the results from your AAR can help future teams learn your successful strategies and avoid pitfalls you have worked to overcome.

About the After Action Review First used by the Army on combat missions, the AAR is a structured approach for reflecting on the work of a group and identifying strengths, weaknesses, and areas for improvement (See Table 1 and 2).
### Table 1. AAR questions

<table>
<thead>
<tr>
<th>AAR questions</th>
<th>Student handbook</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was expected to happen?</td>
<td>Student handbook for international students</td>
</tr>
<tr>
<td>What actually occurred?</td>
<td>Student handbook for international students</td>
</tr>
<tr>
<td>What went well and why?</td>
<td>Thai-English Translation because the clear cut of workflow and well organization</td>
</tr>
<tr>
<td>What can be improved and how?</td>
<td>Create an academic database of and special lecture in order to use as reference for a new curriculum.</td>
</tr>
</tbody>
</table>

### Table 2. AAR features

<table>
<thead>
<tr>
<th>AAR features</th>
<th>Student handbook</th>
</tr>
</thead>
<tbody>
<tr>
<td>An open and honest professional discussion</td>
<td>Yes</td>
</tr>
<tr>
<td>Participation by everyone on the team</td>
<td>Yes</td>
</tr>
<tr>
<td>A focus on results of an event or project</td>
<td>Yes</td>
</tr>
<tr>
<td>Identification of ways to sustain what was done well</td>
<td>Yes</td>
</tr>
<tr>
<td>Development of recommendations on ways to overcome obstacles</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Chapter 4 Problems and Suggestions

4.1 Operational Problems

The major operation in translation problems that should be concerned are: Lack of staffs who have a very good language and special academic skills. The need of translators is the main issue as well as improvement of language skills for NDC’s staff.

4.2 Solutions/Development

This Student handbook for International Student is appropriate to look at collection and translation methods (Administration, orientation, and main course) for investigating norms and discussion of problems encountered in order to enrich our thinking in translation. Therefore, 3 main methods for investigating norms have been proposed:

1. Observation and Data Collection of main course by 4 Divisions: Strategy and Security Studies Division, Politics and Military Affairs Division, Economic and Socio-Psychology Division, and Science, Technology, Energy, and Environmental Division.
2. Proof of draft statements include main course and administration by Education Development Division.

4.3 Suggestions

The suggestions are divided into 2 terms;

4.3.1. Human Resource Development Term: Listening, Writing, Cultural Intelligence, Specialist Knowledge, Observation, Computer Skills, and Time management.

Listening

As odd as it sounds, being a good listener is essential for being a good translator, and among the most important skills every translator should have. Always read through the text before starting, or listen fully to the recording to understand the context. If you have any doubts, ask relevant questions and try to visualize the message the author wants to send. Remember that it’s not about you or how you would say things, so learn to listen and follow instructions. Officer can practice the listening skills during working hours and in everyday life. Make a point of really listening to people all around to understand them. In the long run, this skill will help officer develop better working and personal relationships.
Writing

Writing skills in both native and target language are important. Go to writing classes, read technical books, take online courses, and keep up with changes in vocab and spelling. Modern languages are constantly evolving and expanding their vocabulary, so make sure you’re up to date at all times. Being able to adapt to these changes it vital in producing high quality translations. Reading can also help you improve your writing skills. So, try to read at least one book a month in every language you work with. It might seem like a lot when you’re already working hard! But thanks to modern technology, you can carry your e-book around with you and read whenever you have a chance.

Cultural Intelligence

As a translator, you often have to deal with the cultural barrier between two different countries. You’ll almost certainly learn about this when you study the language, although cultural intelligence isn’t something taught in a dictionary. To be able to give your all to a translation, especially where localization or transcreation techniques are required, you’ll need to be culturally intelligent. You’ll need to be able to sympathize with the audience who will be reading your translated text. Cultural intelligence will not only improve your skills as a translator, but it will also help you to work with people from all different backgrounds. You’ll be able to assess a person’s motives for behaving a certain way and become a better manager. You’ll also make more interesting friends from all walks of life.

Specialist Knowledge

Most translators also have a specialization in at least one field. This is a smart move, as it will expand the projects you can work on, as well as the price you can charge. From medicine, to IT, law to biotech, being able to understand the specialized jargon within the language is crucial. Not just anyone can translate legal documents, technical texts or scientific reports. Having a degree or a certification in a specific domain will give you access to higher profile clients and even make you an authority in a special field. This will lead to repeat business and overflowing inbox.

Observation

Pay attention to what people say and, most important, how they say it. Jargon, colloquial phrases, special constructions, these are rarely found in dictionaries and guides. The only way to know how to use them properly is by carefully observing native speakers. Try to become a word collector in all your languages of interest, from Thai to English or English to Thai. Technical terms, new concepts, patterns, and anything else that might help you understand
how natives think. Social media can be a good source for this. You can further develop your observation skills by traveling, watching television shows and movies, reading books, blogs and newspapers. Joining an intercultural club, where people from various countries meet up, is also great alternative if you don’t have time or resources for traveling.

**Computer Skills**

Invest in a decent computer with the latest versions of the programs you frequently use, such as Word and Excel. It’s also extremely worthwhile investing in the best Internet connection possible. Learning how to research online and the best resources to visit will also help you understand the projects you translate.

**Time management**

Most translators work from home or take individual projects as freelancers, so learning to organize your working hours is a must. So, you need to learn to keep a consistent working schedule. Try to organize a workspace inside your house and limit distractions when you’re working - which includes your 10 - 15 minute breaks. There are many apps that you can download to help you organize your time better, so check out the best one for you. You need a lot of time and practice to become a good translator. But master these seven skills and you’ll become a great translator. Learn to evaluate yourself objectively and never assume that you have nothing left to learn. This is a challenging job, where you have to change style and reinvent yourself almost every time you start a new project.

Source: [https://www.upwork.com/hiring/for-clients/skills-every-translator-should-have/](https://www.upwork.com/hiring/for-clients/skills-every-translator-should-have/)

4.3.2. **Entreaty Term:** request new staffs with very good English skills by seeking from education such as BA. In English.
Member of Knowledge Management Group
National Defence College of Thailand
National Defence Studies Institute
Fiscal Year 2017 – 2018

Organization Name: National Defence College of Thailand.
Group Name: KMNDC
Main Strategic Issues: National Defence Studies Institute, Strategy 1: Establishment of Strategic and International cooperation network in both domestic and international affair.
Main objectives: 1. To give clearly detail for NDC international students about course syllabus and overall NDC information.
                2. To guide NDC international students about academic concept and theories that students can prepare for further studies.
                3. To present key date for academic year and important activities.

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Education
- Officer Advance Course, The Adjutant General Department, 2009
- Officer Basic Course, The Adjutant General Department, 2008
- M.Sc. in Management Technology, Murray State University, USA., 2006
- B.Sc. in Computer Science, Thammasat University, 1998
- Defence Civilian – Officer Course, Royal Thai Naval Academy, 2001
- Web Development for Officer, Military Information Technology Center, 2001
- Unix Operation, Military Information Technology Center, 2001
- Visual Basic Program, Military Information Technology Center, 2001

Experiences
- 8 years experiences in data processing, database analysis, and program development concerning to Royal Thai Armed Forces Headquarters personal database retrieval as well as web developer.
- 4 years experiences in developed RTARF examination candidate program to recorded and generated automatic report of personal and educational data for storing and sending report to Directorate of Joint Personnel.
- Individual research assistant working as an Aide De Camp to Adjutant General, assigned to assist Adjutant General to complete the individual research in Advanced Political and Electoral Program: APED V), Office of the Election Commission, Political and Electoral Development Institute and Democracy Politics for Senior Directors and Senior Management, King Prajadhipok’s Institute.
- A Liaison Officer to the wife of Admiral Samuel J. Locklear, III, The commander of the U.S. Pacific Command in 2013.
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Education
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- M.App.Sc. in GIS & Spatial Analysis, James Cook University (Australia), 2009.
- B.Sc. in Marine Technology, Burapha University (Thailand), 2005.

Experiences
- 3 year’s experiences in Educational Development Division, special in preparation and International section as well as international diplomatic under supervision of Superintendent of National Defence College of Thailand.
- Experienced in project analysis, business integrations through project management process into a strategic focus. Identifying and utilizing keys concept. Strong analytical in Project inspection, Geographic Information System (GIS), Remote Sensing (RS) and Data Analysis, Urban Flood Investigation, Water Resource Monitoring and Environmental Analysis using ARCMap, ARCHydro, ERDAS Image, MIKE 11 and MIKE 21. Excellent in computer, communication skills and report writing. Very well organization, punctuation, critical and systematic thinking.
2Lt. Prapoj Hamkratok

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Education
- B.Sc. in Management, Phranakhon Rajabhat University

Experiences
- 22 years’ experience in The Royal Thai Armed Forces

SM1. Peeraphol Rungruang

Office Clerk in Educational Development Division/Staff of Knowledge Management
National Defence College of Thailand.

Education
- BBA. in Business Administration, The University of The Thai Chamber of Commerce, 2012
- Diploma of Marketing at Bangkok Business College, 2001

Experiences
- 13 years’ experience in The Royal Thai Armed Forces
<table>
<thead>
<tr>
<th><strong>Title of Activity</strong></th>
<th>STUDENT HANDBOOK for National Defence College, International Student (NDC 60)</th>
</tr>
</thead>
</table>
| **Objective of Activity** | To prepare Student handbook for National Defence College International Student (NDC 60) which include the following tasks:  
1. Draft NDC education and study courses in Thai  
2. Propose Thai draft of NDC study courses to NDC council  
3. Propose the approval letter of Thai NDC study courses to Minister of Defense, President of NDC council.  
4. Translate Thai NDC study courses to English  
5. Appoint NDC International Management committee  
6. Propose Student handbook to NDC International Management committee  
7. Print out Student handbook |
| **Duration** | July – September 2017 |
References

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Christina Comben. (2017). 7 Important Skills Every Translator Should Have. 9 July 2018, URL: https://www.upwork.com/hiring/for-clients/skills-every-translator-should-have/