# Apply advanced airfare rules and procedures

**D2.TTA.CL2.03**

**Assessor Manual**

Australian Aid

asean

William Angliss Institute

Specialist centre for foods, tourism & hospitality

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## Assessor Manual

Specialist centre for foods, tourism & hospitality

## Project Base

William Angliss Institute of TAFE
555 La Trobe Street
Melbourne 3000 Victoria
Telephone: (03) 9606 2111
Facsimile: (03) 9670 1330



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| | |
|---|---|
| Project Director: | Wayne Crosbie |
| Project Manager | Jim Irwin |
| Chief Writer: | Alan Hickman |
| Subject Writer: | Sheena D'Souza and Dianne Whelan |
| Editor: | Jim Irwin |
| DTP/Production: | Daniel Chee, Mai Vu, Cindy Curran |


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# Table of contents

# Competency Based Assessment (CBA) – An Introduction for Assessors

Assessment is the process of identifying a participant's current knowledge, skills and attitudes sets against all elements of competency within a unit of competency.

### *Suggested Assessment Methods*

For each unit of competency a number of assessment tools have been identified including:

- Work Projects
- Oral Questions
- Written Questions
- Third Party Statements
- Observation Checklists.

Instructions and Evidence Recording Sheets have been identified in this Assessment Manual for use by Assessors.

### *Alternative Assessment Methods*

Whilst the above mentioned assessment methods are suggested assessment methods, the assessor may use an alternate method of assessment taking into account:

a) The nature of the unit
b) The strengths of participants
c) The number of participants in the class
d) Time required to complete assessments
e) Time dedicated to assessment
f) Equipment and resources required.

Alternate assessment methods include:

- Practical demonstrations
- Practical demonstrations in simulated work conditions
- Problem solving
- Portfolios of evidence
- Critical incident reports
- Journals
- Oral presentations
- Interviews
- Videos
- Visuals/slides/audiotapes
- Case studies

- Log books
- Projects and Role plays
- Group projects
- Recognition of Prior Learning.

Whilst there is no specific instruction or evidence collection documents for all the alternative assessment methods, assessors can record competency in the 'Other' section within the 'Competency Recording Sheet'.

### *Selection of Assessment Methods*

Each assessor will determine the combination of Assessment Methods to be used to determine Competency for each Competency Unit on a student by student basis.

'Sufficient' evidence to support the 'Pass Competent'/'Not Yet Competent' decision must be captured.

In practice this means a minimum of 2 – 3 Assessment Methods for each candidate for each Competency Element is suggested.

At least one method should provide evidence of practical demonstration of competence.

The following assessment methods deemed to provide evidence of practical demonstration of competence include:

- Practical Work Projects
- Third Party Statement
- Observation Checklist.

### *Assessing Competency*

Competency based assessment does not award grades, but simply identifies if the participant has the knowledge, skills and attitudes to undertake the required task to the specified standard.

Therefore, when assessing competency, an assessor has two possible results that can be awarded:

- 'Pass Competent' (PC)
- 'Not Yet Competent' (NYC).

**Pass Competent (PC)**

If the participant is able to successfully answer or demonstrate what is required, to the expected standards of the performance criteria, they will be deemed as 'Pass Competent' (PC).

The assessor will award a 'Pass Competent' (PC) if they feel the participant has the necessary knowledge, skills and attitudes in all assessment tasks for a unit.

**Not Yet Competent' (NYC)**

If the participant is unable to answer or demonstrate competency to the desired standard, they will be deemed to be 'Not Yet Competent' (NYC).

This does not mean the participant will need to complete all the assessment tasks again. The focus will be on the specific assessment tasks that were not performed to the expected standards.

The participant may be required to:

a) Undertake further training or instruction

b) Undertake the assessment task again until they are deemed to be 'Pass Competent'.

### *Regional Qualifications Framework and Skills Recognition System*

The 'Regional Qualifications Framework and Skills Recognition System', also known as the 'RQFSRS' is the overriding educational framework for the ASEAN region.

The purpose of this framework is to provide:

- A standardised teaching and assessment framework
- Mutual recognition of participant achievement across the ASEAN region. This includes achievement in individual Units of Competency or qualifications as a whole.

The role of the 'RQFSRS' is to provide, ensure and maintain 'quality assurance' across all countries and educational providers across the ASEAN region

### *Recognition of Prior Learning (RPL)*

Recognition of Prior Learning is the process that gives current industry professionals who do not have a formal qualification, the opportunity to benchmark their extensive skills and experience against the standards set out in each unit of competency/subject.

This process is a learning and assessment pathway which encompasses:

- Recognition of Current Competencies (RCC)
- Skills auditing
- Gap analysis and training
- Credit transfer.

### *Code of Practice for Assessors*

This Code of Practice provides:

- Assessors with direction on the standard of practice expected of them
- Candidates with assurance of the standards of practice expected of assessors
- Employers with assurance of the standards maintained in the conduct of assessment.

The Code detailed below is based on the International Code of Ethics and Practice (The National Council for Measurement in Education [NCME]):

- The differing needs and requirements of the person being assessed, the local enterprise and/or industry are identified and handled with sensitivity
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary
- All forms of harassment are avoided throughout the planning, conducting, reviewing and reporting of the assessment outcomes

- The rights of the candidate are protected during and after the assessment
- Personal and interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes
- The candidate is made aware of rights and process of appeal
- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency
- Assessment decisions are based on available evidence that can be produced and verified by another assessor
- Assessments are conducted within the boundaries of the assessment system policies and procedures
- Formal agreement is obtained from both the candidate and the assessor that the assessment was carried out in accordance with agreed procedures
- The candidate is informed of all assessment reporting processes prior to the assessment
- The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment
- Confidentiality is maintained regarding assessment results
- The assessment results are used consistently with the purposes explained to the candidate
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

## *Instructions and Checklist for Assessors*

### Instructions

General instructions for the assessment:

- Assessment should be conducted at a scheduled time that has been notified to the candidate
- Facilitators must ensure participants are made aware of the need to complete assessments and attend assessment sessions
- If a participant is unable to attend a scheduled session, they must make arrangements with the Assessor to undertake the assessment at an alternative time
- At the end of the assessment the Assessor must give feedback and advise the participant on their PC/NYC status
- Complete the relevant documentation and submit to the appropriate department.

### Preparation

- Gain familiarity with the Unit of Competency, Elements of Competency and the Performance Criteria expected
- Study details assessment documentation and requirements
- Brief candidate regarding all assessment criteria and requirements.

### Briefing Checklist

- Begin the assessment by implementing the following checklist and then invite the candidate to proceed with assessment.

### *Checklist for Assessors*

| Prior to the assessment I have: | Tick (✓) | Remarks |
|---|---|---|
| Ensured the candidate is informed about the venue and schedule of assessment. | | |
| Received current copies of the performance criteria to be assessed, assessment plan, evidence gathering plan, assessment checklist, appeal form and the company's standard operating procedures (SOP). | | |
| Reviewed the performance criteria and evidence plan to ensure I clearly understood the instructions and the requirements of the assessment process. | | |
| Identified and accommodated any special needs of the candidate. | | |
| Checked the set-up and resources for the assessment. | | |
| **During the assessment I have:** | | |
| Introduced myself and confirmed identities of candidates. | | |
| Put candidates at ease by being friendly and helpful. | | |
| Explained to candidates the purpose, context and benefits of the assessment. | | |
| Ensured candidates understood the assessment process and all attendant procedures. | | |
| Provided candidates with an overview of performance criteria to be assessed. | | |
| Explained the results reporting procedure. | | |
| Encouraged candidates to seek clarifications if in doubt. | | |
| Asked candidates for feedback on the assessment. | | |
| Explained legal, safety and ethical issues, if applicable. | | |
| **After the assessment I have:** | | |
| Ensured candidate is given constructive feedback. | | |
| Completed and signed the assessment record. | | |
| Thanked candidate for participating in the assessment. | | |

## *Instructions for Recording Competency*

### Specifications for Recording Competency

The following specifications apply to the preparation of Evidence Gathering Plans:

- A Competency Recording Sheet must be prepared for each candidate to ensure and demonstrate all Performance Criteria and Competency Elements are appropriately assessed. This Sheet indicates how the Assessor will gather evidence during their assessment of each candidate
- This Competency Recording Sheet is located at the end of the Assessment Plan
- It is the overriding document to record competency
- The Assessor may vary the Competency Recording Sheet to accommodate practical and individual candidate and/or workplace needs
- Assessor must place a tick (✓) in the 'Assessment Method' columns to identify the methods of assessment to be used for each candidate
- Multiple Competency Elements/Performance Criteria may be assessed at the one time, where appropriate
- The assessor and participant should sign and date the Competency Recording Sheet, when all forms of evidence and assessment have been completed
- The assessor may provide and feedback or clarify questions which the participant may have in regards to the assessment grade or findings
- All documents used to capture evidence must be retained, and attached to the Competency Recording Sheet for each candidate for each Competency Unit.

## *Instructions for Different Assessment Methods*

### Specifications for Work Project Assessment

These guidelines concern the use of work projects.

The work projects identified in the Training Manuals involve a range of tasks, to be performed at the discretion of the Assessor.

Work project tasks can be completed through any form of assessment as identified in the Trainer and Trainee Manuals and stated at the start of this section.

Assessors should follow these guidelines:

- Review the Work Projects at the end of each 'Element of Competency' in the Trainee Manual to ensure you understand the content and what is expected
- Prepare sufficient resources for the completion of work activities including:
  - Time – whether in scheduled delivery hours or suggested time participants to spend outside of class hours
  - Resources – this may involve technical equipment, computer, internet access, stationery and other supplementary materials and documents
- Prepare assessment location (if done in class) making it conducive to assessment
- Explain Work Projects assessment to candidate, at the start of each Element of Competency. This ensures that participants are aware of what is expected and can collate information as delivery takes place

- Assessors can use the following phrase as a guide (where an 'X' is identified, please input appropriate information):

  "At the end of each Element of Competency there are Work Projects which must be completed. These projects require different tasks that must be completed.

  These work projects are part of the formal assessment for the unit of competency titled X:

  - You are required to complete these activities:
    - *a) Using the 'X' method of assessment*
    - *b) At 'X' location*
    - *c) You will have 'X time period' for this assessment*
  - You are required to compile information in a format that you feel is appropriate to the assessment
  - Do you have any questions about this assessment?"
- Commence Work Project assessment:
  - The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions
  - Participants complete work projects in the most appropriate format
  - Participants must submit Work Project evidence to the assessor before the scheduled due date
- Assessor must assess the participant's evidence against the competency standards specified in each Element of Competency and their own understanding. The assessor can determine if the participant has provided evidence to a 'competent' standard
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

### ***Specifications for Oral Question Assessment***

These guidelines concern the use of oral questioning.

Assessors should follow these guidelines.

- Prepare Assessment Record for Oral Questioning. One record for each candidate:
  - Enter Student name
  - Enter Assessor name
  - Enter Location
- Familiarise self with Questions to be asked
- Prepare assessment location (table and chairs) making it conducive to assessment
- Explain Oral Questioning assessment to candidate, using the following phrase as a guide (where a 'X' is identified, please input appropriate information):

  *"These oral questions are part of the formal assessment for the unit of competency titled X.*

  *There are X questions and you are required to answer all of them to the best of your ability and I will record whether or not you have answered correctly.*

*We have 60 minutes for this assessment.*

  - I will give you feedback at the end of the assessment
  - Do you have any questions about this assessment?"

- Commence Oral Questioning assessment:
  - Complete Assessment Record for the Oral Questioning by:
    a) Ticking PC or NYC, as appropriate
    b) Entering 'Remarks' as required
    c) Completing Oral Questioning within 60 minutes
- Complete Oral Questioning and provide feedback to candidate
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

### *Specifications for Written Question Assessment*

These guidelines concern the use of written questioning.

Assessors should follow these guidelines:

- Familiarise self with Questions and Answers provided
- Print and distribute copies of 'Written Questions' for participants. Ideally this should take place with adequate time for participants to answer all questions before the expected due date
- Explain Written Questioning assessment to candidate, using the following phrase as a guide (where a 'X' is identified, please input appropriate information):

  "These written questions are part of the formal assessment for the unit of competency titled X.

  There are X questions and you are required to answer all of them to the best of your ability.

  You may refer to your subject materials, however where possible try to utilise your existing knowledge when answering questions.

  Where you are unsure of questions, please ask the Assessor for further instruction. This may be answering the question orally or asking the assessor to redefine the question.

  We have X time for this assessment:

  - The due date for completion of this assessment is X
  - On this date you must forward the completed questions to the assessor by X time on the date of X
  - Do you have any questions about this assessment?"

- The assessor may give time for participants to review the questions at this time to ensure they understand the nature of the questions. The assessor may need to clarify questions
- Participants may record written answers (where possible)
- Participants must submit the written answers to the assessor before the scheduled due date

- Assessor must assess the participant's written answers against the model answers provided as a guide, or their own understanding. The assessor can determine if the participant has answered the questions to a 'competent' standard
- Transcribe results/details to Competency Recording Sheet
- Forward/file assessment record.

### *Specifications for Observation Checklist*

These specifications apply to the use of the Observation Checklist in determining competency for candidates.

Only an approved assessor is authorised to complete the Observation Checklist.

The assessor is required to observe the participant, ideally in a simulated environment or their practical workplace setting and record their performance (or otherwise) of the competencies listed on the Observation Checklist for the Competency Unit.

To complete the Observation Checklist the Assessor must:

- Insert name of candidate
- Insert assessor name
- Insert identify of location where observations are being undertaken
- Insert date/s of observations – may be single date or multiple dates
- Place a tick in either the 'Yes' or 'No' box for each listed Performance Criteria to indicate the candidate has demonstrated/not demonstrated that skill
- Provide written (and verbal) feedback to candidate – as/if appropriate
- Sign and date the form
- Present form to candidate for them to sign and date
- Transcribe results/details to Competency Recording Sheet for candidate
- Forward/file Observation Checklist.

This source of evidence combines with other forms of assessment to assist in determining the 'Pass Competent' or 'Not Yet Competent' decision for the participant.

### *Specifications for Third Party Statement*

These specifications relate to the use of a relevant workplace person to assist in determining competency for candidates.

The Third Party Statement is to be supplied by the assessor to a person in the workplace who supervises and/or works closely with the participant.

This may be their Supervisor, the venue manager, the Department Manager or similar.

The Third Party Statement asks the Supervisor to record what they believe to be the competencies of the participant based on their workplace experience of the participant. This experience may be gained through observation of their workplace performance, feedback from others, inspection of candidate's work etc.

A meeting must take place between the Assessor and the Third Party to explain and demonstrate the use of the Third Party Statement.

To complete the Third Party Verification Statement the Assessor must:

- Insert candidate name
- Insert name and contact details of the Third Party
- Tick the box to indicate the relationship of the Third Party to the candidate
- Present the partially completed form to the Third Party for them to finalise
- Collect the completed form from the Third Party
- Transcribe results/details to Competency Recording Sheet for candidate
- Forward/file Third Party Statement.

The Third Party must:

- Record their belief regarding candidate ability/competency as either:
  - Pass Competent = Yes
  - Not Yet Competent = No
  - Unsure about whether candidate is competent or not = Not Sure
- Meet briefly with the assessor to discuss and/or clarify the form.

This source of evidence combines with other forms of assessment to assist in determining the 'Pass Competent' or 'Not Yet Competent' decision for the candidate.

A separate Third Party Statement is required for each Competency Unit undertaken by the candidate.

# Competency standard

| **UNIT TITLE:** APPLY ADVANCED AIRFARE RULES AND PROCEDURES | **NOMINAL HOURS:** 50 |
|---|---|
| **UNIT NUMBER:** D2.TTA.CL2.03 | |
| **UNIT DESCRIPTOR:** This unit deals with the skills and knowledge required to construct international airfare itineraries and cost those itineraries applying advanced international airfare rules and procedures. | |

| ELEMENTS AND PERFORMANCE CRITERIA | UNIT VARIABLE AND ASSESSMENT GUIDE |
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| **Element 1: Confirm client requirements for all purchases**<br>**1.1** Identify and confirm *needs and preferences of client*<br>**1.2** Identify and access *appropriate resources* to enable processing of client requirements<br>**Element 2: Construct mixed class fares**<br>**2.1** Identify and confirm *availability of mixed class combinations*<br>**2.2** Match choice of mixed class fare to identified needs of client<br>**2.3** Ensure fare construction complies with *operational requirements*<br>**2.4** *Calculate mixed fare costs*<br>**2.5** Construct and check accuracy and completeness of *air itineraries* | **Unit Variables**<br>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment<br>This unit applies to the application of advanced airfare rules and procedures within the labour divisions of the hotel and travel industries and may include:<br>1. Travel agencies<br>2. Tour operation<br>*Needs and preferences of client* may relate to:<br>• Packages<br>• Budget<br>• Timing and duration<br>• Number of travellers – including considerations applicable to groups, families and individuals<br>• Destinations<br>• Carrier<br>• Quotations and advice supplied to client. |

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| **Element 3: Construct airfares incorporating add-ons**<br>**3.1** Identify and interpret *available and applicable add-on flights*<br>**3.2** Ensure fare construction complies with *operational requirements*<br>**3.3** *Calculate through fare costs including add-ons*<br>**3.4** Construct and check accuracy and completeness of air itineraries<br>**Element 4: Prepare international pre-paid ticket advices**<br>**4.1** Determine *the needs and preferences of client* for pre-paid ticket advice (PTA)<br>**4.2** *Select flight and carrier* that best meets client needs<br>**4.3** *Process PTA* in accordance with operational requirements<br>**4.4** Issue or forward PTA<br>**Element 5: Construct round-the-world and round trip itineraries**<br>**5.1** Identify and confirm needs and preferences of client<br>**5.2** Identify and access *appropriate resources* to enable processing of client requirements<br>**5.3** Identify and confirm *availability of flights* to meet client requirements | *Appropriate resources* may include:<br>• Computerised reservation system, including computerised data/information contained within the system<br>• Airline guides<br>• Airline schedules/timetables<br>• Fare manuals<br>• Tariffs from airlines<br>• Tariffs from consolidators<br>• Special bulletins and advisories from airlines and consolidators<br>• General information from airlines<br>• Customer quotations.<br>*Availability of mixed class combinations* must include:<br>• Confirming definition and interpretation of mixed class<br>• Identifying carriers who offer this option<br>• Verifying routes to which this option applies<br>• Verifying advanced purchase timelines/dates.<br>*Operational requirements* relates to:<br>• Carrier guidelines<br>• Regulatory requirements<br>• Organisational requirements<br>• IATA requirements and procedures, including IATA fare construction rules<br>• Use of correct documentation and/or screens and information fields |

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| **5.4** Ensure fare construction complies with operational requirements<br>**5.5** *Calculate fare costs*<br>**5.6** Construct and check accuracy and completeness of air itineraries<br>**Element 6: Construct fares for open jaw journeys**<br>**6.1** Identify and confirm needs and preferences of client<br>**6.2** Identify and access *appropriate resources* to enable processing of client requirements<br>**6.3** *Identify options that enable open jaw journeys*<br>**6.4** Identify and confirm availability of flights to meet client requirements<br>**6.5** Ensure fare construction complies with operational requirements<br>**6.6** Calculate fare costs<br>**6.7** Construct and check accuracy and completeness of air itineraries<br>**Element 7: Apply the pricing unit concept to fares**<br>**7.1** Divide *fare journey* into individual pricing units<br>**7.2** Calculate lowest combination of fares for given pricing units | • Checks and calculation requirements, including minimum fare check requirements where applicable to individual booking types, including:<br>▪ Neutral units of construction (NUCS)<br>▪ Local currency fares (LCF)<br>▪ Global indicators (GI)<br>▪ Sold and ticketed inside the country of commencement<br>▪ Journeys commencing outside the country of sale<br>▪ Mileage system:<br>– Maximum permitted mileages (MPMS)<br>– Ticketed point mileages (TPMS)<br>– Extra mileage allowance (EMA)<br>– Excess mileage surcharges (EMS)<br>▪ Higher intermediate points (HIPs)<br>▪ One way backhaul checks (BHC)<br>▪ Circle trip minimum fare checks (CTM)<br>▪ Directional minimum checks (DMC)<br>▪ Country of origin minimum checks (CPM)<br>▪ Open jaw via country of origin check (COM)<br>▪ One way sub-journey check (OSC)<br>▪ Return sub-journey check (RSC)<br>▪ Re-routing<br>• Application of indirect travel limitation rules, including sector journeys and side-trips. |

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| **Element 8: Maintain client file**<br>**8.1** Record and update needs and preferences of client<br>**8.2** Record *itineraries and airfares quoted*<br>**8.3** Generate and issue *documents* to clients<br>**8.4** Record and process *changes to bookings*<br>**8.5** Record, up-date and receipt *payments* made by client | *Calculate mixed fare costs* may include:<br>• Referring to relevant carrier schedules/timetables and tariff information<br>• Referring to specials available and packages that apply<br>• Factoring in applicable discounts, where appropriate.<br>*Air itineraries* may include:<br>• Name and number of passenger/s – including indication of adults and children<br>• Day and date of travel<br>• From and to destinations<br>• Flight number and carrier, including seat allocation, where applicable<br>• Departure and arrival times<br>• Fare, taxes, fees and charges, including sub-totals and total<br>• Amount paid and amount due, if applicable<br>• Verification of connections and times, where applicable.<br><br>*Available and applicable add-on flights* may relate to:<br>• Add-on tables<br>• Specific flights<br>• Availability<br>• Nominated carriers<br>• Specified routes/destinations<br>• Integration with full packages<br>• Compatibility with nominated class<br>• Prohibition on separate sale |

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| | • Confirming currency of guidelines that apply to add-ons with carriers<br>• Individual terms and conditions of carriers.<br>*Calculate through fare costs including add-ons* may include:<br>• Determining relevant carrier charges<br>• Identifying time of year/seasonal implications and loadings or premiums<br>• Identifying current rate for add-ons.<br>*Select flight and carrier* may include:<br>• Confirming availability<br>• Understanding relevant carrier policies and procedures, including limitations and restrictions<br>• Matching timing requirements to flight availability<br>• Seat availability<br>• Meeting connecting flights<br>• Package limitations, where applicable.<br>*Process PTA* may include:<br>• Following relevant guidelines, policies and procedures<br>• Confirming applicable timeline requirements for booking<br>• Verifying agency details with carrier<br>• Including services covered by PTAs, including excess baggage, unaccompanied children, oxygen use<br>• Obtaining fare quote<br>• Applying service charge<br>• Raising Miscellaneous Charge Order (MCO). |

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| | *Availability of flights* may relate to:<br>• Time of travel<br>• Connections<br>• Seat availability<br>• Stop-overs<br>• Time spent at destinations.<br>*Calculate fare costs* may include:<br>• Referring to relevant carrier schedules/timetables and tariff information<br>• Referring to specials available and packages that apply<br>• Factoring in applicable discounts, where appropriate<br>• Including transfers<br>• Undertaking currency exchange calculations<br>• Determining adult, children and infant rates, including unaccompanied children<br>• Considering special fares, including APEX (advanced purchase)<br>• Including taxes, fees and charges.<br>*Identify options that enable open jaw journeys* may include:<br>• Considering double open jaw trips<br>• Reading package limitations<br>• Verifying acceptable destinations, en route destinations and countries, including limitations on intra-country and inter-country applications<br>• Conformity with airline and airfare rules, including understanding of the limitations imposed by these<br>• Identifying minimum stay provisions, where applicable |

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| | • Identifying relative distances involved, where applicable<br>• Catering for circle trips, where necessary.<br>*Fare journey* must include:<br>• Single fare<br>• Return fare.<br>*Itineraries and airfares quoted* may include:<br>• All types of fares and trips offered by the host enterprise<br>• Through fares incorporating add-ons<br>• Mixed class fares<br>• Round, circle and open jaw trips<br>• Fares incorporating intermediate points<br>• Fares incorporating sector journeys and side-trips<br>• Fares incorporating airport and other taxes.<br>*Documents* may include:<br>• Invoices<br>• Credit notes<br>• Receipts<br>• Confirmation letters<br>• Itineraries<br>• Information packs. |

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| | *Changes to bookings* may include:<br>• Changed arrangements<br>• Cancellations, including the processing of refunds and issuing of credit notes<br>• Verifying alterations with carriers<br>• Confirming alterations with clients and issuing appropriate confirmations and amended documentation.<br>*Payments* may include:<br>• Credit card<br>• Cash<br>• Personal, business and traveller's cheque<br>• Direct debit, such as electronic funds transfer<br>• Invoice/account<br>• Telephone<br>• E-mail or other electronic transmission.<br>**Assessment Guide**<br>The following skills and knowledge must be assessed as part of this unit:<br>• The enterprise's policies and procedures in regard to operational requirements for applying airfare rules, procedures and documentation<br>• Knowledge of and ability to apply basic research techniques<br>• Ability to perform basic arithmetic calculations<br>• Detailed knowledge of fare construction principles and rules<br>• Ability to identify, access and apply fare-related resources<br>• Ability to identify and interpret airline and other travel codes |

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| | • General knowledge of IATA regulations and requirements<br>• Ability to convert currencies<br>• Ability to process payments.<br>**Linkages To Other Units**<br>• Construct and ticket domestic airfares<br>• Construct and ticket promotional international airfares<br>• Construct and ticket regular international airfares<br>• Access and interpret product information<br>• Process a financial sale transaction<br>• Promote products and services to customers<br>• Operate a computerised reservation system<br>• Access and retrieve computer-based data<br>• Maintain quality customer/guest service<br>• Produce documents, reports and worksheets on a computer<br>• Use common business tools and technology<br>• Develop and update tourism industry knowledge<br>• Operate an automated information system<br>• Produce travel documentation on a computer<br>• Receive and process reservations<br>• Source and package tourism products and services<br>• Source and provide destination information and advice<br>• Prepare and submit quotations. |

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| | **Critical Aspects of Assessment**<br>Evidence of the following is essential:<br>• Understanding of organisational and IATA requirements in relation to fare construction<br>• Demonstrated ability to construct a mixed client fare and itinerary to accommodate a nominated set of client requirements<br>• Demonstrated ability to construct a fare and itinerary incorporating add-ons to accommodate a nominated set of client requirements<br>• Demonstrated ability to prepare an international pre-paid ticket advice and itinerary to accommodate a nominated set of client requirements<br>• Demonstrated ability to construct an around-the-world fare and itinerary to accommodate a nominated set of client requirements<br>• Demonstrated ability to construct a fare and itinerary for an open jaw journey to accommodate a nominated set of client requirements<br>• Demonstrated ability to apply the pricing unit concept to a nominated fare journey fare to calculate lowest combination of fares for given pricing units<br>• Demonstrated ability to maintain the client file for a nominated client for a designated series of exchanges and transactions which must include supplying a quotation for a nominated journey, an alteration to the initial booking and receipt for payment.<br>**Context of Assessment**<br>This unit may be assessed on or off the job:<br>• Assessment must ensure practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge<br>• Assessment must be able to demonstrate actual or simulated workplace application of airfare construction in a realistic office environment. |

| | |
|---|---|
| | **Resource Implications**<br>• Training and assessment to include access to a real or simulated workplace including actual computerised reservation and ancillary systems, real travel and airfare documentation or screens, real airfare resource material and actual or simulated journeys for use as the basis of developing airfares and itineraries; and access to workplace and industry (IATA) standards, procedures, policies, guidelines, tools and equipment.<br>**Assessment Methods**<br>The following methods may be used to assess competency for this unit:<br>• Observation of practical candidate performance<br>• Portfolio of itineraries and other documentation<br>• Role plays<br>• Oral and written questions<br>• Third party reports completed by a supervisor<br>• Project and assignment work.<br>**Key Competencies in this Unit**<br>*Level 1 = competence to undertake tasks effectively*<br>*Level 2 = competence to manage tasks*<br>*Level 3 = competence to use concepts for evaluating* |

| | Key Competencies | Level | Examples |
|---|---|---|---|
| | Collecting, organising and analysing information | 2 | Source fare information; interpret airfare resource material; evaluate options to meet client requirements |
| | Communicating ideas and information | 1 | Provide options, advice and assistance to clients; explain client requirements to carriers |
| | Planning and organising activities | 2 | Integrate client requirements into a personalised itinerary that meets identified need |
| | Working with others and in teams | 1 | Liaise with carriers and other agency staff |
| | Using mathematical ideas and techniques | 2 | Calculate airfares, discounts and required checks |
| | Solving problems | 1 | Source alternatives for client that enable attainment of identified requirements |
| | Using technology | 2 | Use computerised reservation system and communication technologies |

# Oral questions

| | |
|---|---|
| **Student name** | |
| **Assessor name** | |
| **Location/venue** | |
| **Unit of competency** | Apply advanced airfare rules and procedures<br>D2.TTA.CL2.03 |
| **Instructions** | 1. Ask student questions from the attached list to confirm knowledge, as necessary<br>2. Place tick in boxes to reflect student achievement (Pass Competent 'PC' or Not Yet Competent 'NYC')<br>3. Write short-form student answer in the space provided for each question. |

| **Questions** | **Response** | |
|---|---|---|
| | **PC** | **NYC** |
| 1. List three client needs or preferences which identify what the client wants | ❑ | ❑ |
| 2. List four forms of appropriate resources to enable the processing of client requirements | ❑ | ❑ |

| Questions | Response | |
|---|---|---|
| | PC | NYC |
| 3. List three ways of identifying availability of mixed class combinations | ❑ | ❑ |
| 4. Identify three operational requirements in matching a mixed class fare to the client's requirements | ❑ | ❑ |
| 5. List five checks and calculation requirements, which include minimum fare check requirements where applicable to individual booking | ❑ | ❑ |

| Questions | Response | |
|---|---|---|
| | PC | NYC |
| 6. List three items which might be included in calculating mixed fare costs | ❑ | ❑ |
| 7. Identify three items which might be included in air itineraries | ❑ | ❑ |
| 8. List 5 items which may be applicable to add-on flights | ❑ | ❑ |

| Questions | Response | |
|---|---|---|
| | PC | NYC |
| 9. List three items which can be calculated through fare costs | ❑ | ❑ |
| 10. List three examples of the needs and preferences of a client which need to be met in the process of booking a pre-paid ticked | ❑ | ❑ |
| 11. List items to consider when selecting flights and carriers for your clients | ❑ | ❑ |

| Questions | Response | |
|---|---|---|
| | PC | NYC |
| 12. List 2 items which the PTA may include | ❑ | ❑ |
| 13. List 4 items which need to be considered when issuing or forwarding a PTA | ❑ | ❑ |
| 14. List three considerations in identifying and confirming the availability of flights to meet your client's requirements | ❑ | ❑ |

| Questions | Response | |
|---|---|---|
| | PC | NYC |
| 15. The fare journey must include two types of fares; identify them | ❑ | ❑ |
| 16. List five carriers which fly from South East Asia to Australia | ❑ | ❑ |
| 17. Lists two ways of recording and updating the needs and preferences of a client | ❑ | ❑ |

| Questions | Response | |
|---|---|---|
| | PC | NYC |
| 18. Identify three types of itineraries and airfares which may be quoted | ❑ | ❑ |
| 19. List three documents you could generate and issue to a client | ❑ | ❑ |
| 20. List three ways to record and process changes to bookings | ❑ | ❑ |

| Questions | Response | |
|---|---|---|
| | PC | NYC |
| 21. Identify three ways to record, up-date and provide receipt of payments made by clients | ❑ | ❑ |

# Written questions

Apply advanced airfare rules and procedures – D2.TTA.CL2.03

**Student Name:** ______________________________________________________

Answer all the following questions and submit to your Trainer.

1. There are multiple points that could be included for 'client needs and preferences'. Identify your top 5 that would help you determine the direction to take for effective assistance

 ____________________________________________________________

 ____________________________________________________________

 ____________________________________________________________

 ____________________________________________________________

2. You do not have access to a CRS. How will you confirm client flight details?

 ____________________________________________________________

 ____________________________________________________________

 ____________________________________________________________

 ____________________________________________________________

3. List 3 open or closed questions you would ask to obtain more detailed information regarding client needs and preferences

 ____________________________________________________________

 ____________________________________________________________

 ____________________________________________________________

4. After you have obtained answers to your initial client consultation questions, why is it important to confirm these details again with the client?

 ____________________________________________________________

 ____________________________________________________________

 ____________________________________________________________

 ____________________________________________________________

5. You require general and specialist resources that are essential for you to assist the customer. List three of each

6. Identify three key types of information you could source from a CRS

7. Write out the words ‘Angliss Travel’ using the phonetic alphabet

8. What is a mixed class ticket?

9. What is a route map?

10. What is meant by constructing a fare using the 'mileage system'?

11. What would be one condition that could be promoted or offered as a positive for promoting a regular fare to a customer?

12. List the three general types of itinerary

13. Identify the following abbreviations in relation to IATA developed Global Indicators (GI):

EH
TS
PA
AP

14. What is the abbreviation for the following airfare construction terms?

- Country of origin minimum checks
- Open jaw via country of origin check
- One way sub-journey check
- Circle Trip Minimum check

15. Identify the following terms relating to pricing itinerary:

- NUC
- ROE

16. Explain how ROE is applied

17. Explain the key differences between regular fares and promotional fares

18. At what fare percentage rate are children and infants charged?

19. Identify three items which might be included in air itineraries

20. What are the general guidelines relating to TTL – Ticketing time limit?

21. Why is it so important for an agent to ensure accuracy when making a client booking online via an airline website?

22. What is the maximum number of seats that can be reserved in one booking?

23. Explain in point form how NUC is applied when constructing airfares

24. Explain the term ROE and how it is applied

25. What is a ‘fare basis code’?

26. Identify and explain the two components of a return airfare

27. Return airfares may be identified as ‘round trip’ or ‘circle trip’. What is the difference?

28. What is EMA and what does it mean?

29. What is the industry standard (as a guide) for issuing tickets, vouchers and itinerary?

30. Common options used for delivery of passenger documents include …… List 3

31. Why is regular mail not generally used for delivery of passenger documents?

32. Where possible, in packaging and presenting final travel documentation to clients what should you use or include? List three.

33. Identify three factors you may consider before despatching documents to a client

34. List three factors when selecting flight and carrier for your clients

35. What resource would you use to access airline schedules electronically?

36. Baggage allowances refer to what types of baggage?

37. List 2 items which the PTA may include

38. What have MCOs now been replaced with?

39. Why is it important to issue an invoice to a client for PTA?

40. Travel agencies must be accredited to issue airline tickets by whom?

41. Explain BSP in point form

42. What are ticket modifiers?

43. Why would an agency have a need to use a consolidator?

44. Identify 3 key types of flight information you will need to confirm to meet client requirements

45. Identify three factors you need to consider when allowing for connection time between flights

46. What are three common seat requests?

47. What is an ‘open jaw’ journey?

48. Explain briefly the difference between and ‘online’ and ‘interline’ transfer

49. Breakdown the information for this one way fare from Galileo CRS

*FDHANMEL20OCT-OW/YY: NUC*

50. Fare journey must include two types of fares, identify the two

51. Explain the difference between the following terms in a flight booking:
‘Intermediate point’ and ‘Transit’

52. What is meant by ‘booking classes’ when using a CRS?

53. Identify the cheapest class from the following CRS listings:

V
S
N
O

________________________________________

________________________________________

54. Identify three points to consider when calculating a client's lowest combination of fares

________________________________________

________________________________________

________________________________________

55. What is the standard format for ticketing international fares?

________________________________________

________________________________________

________________________________________

56. List two ways of recording the client file

________________________________________

________________________________________

57. Explain the purpose of a Client Management System (CMS)

________________________________________

________________________________________

58. A CMS may also be referred to as what?

________________________________________

________________________________________

59. The information reflected on vouchers and other documentation provided should not include the use of standard travel industry abbreviations, jargon or codes. Why?

________________________________________

________________________________________

60. There are multiple fare types you will be required to quote on and keep record. Identify three

61. Under what circumstances might penalty fees be applied to tickets?

62. What is meant by a ‘non-transferrable’ ticket?

63. List three documents you could generate and issue to a client

64. Identify three common errors made regarding passenger names when ticketing

65. Identify three details you would check when verifying itinerary

66. Why might it be necessary to convert times from 24hr format to 12 hour format showing AM and PM?

67. List three details that would be included on an invoice

68. What factors would require changes to bookings? List three.

69. Identify the following CRS status codes:
HK
KL
PN
HL
TK
HX
UN

70. A personal cheque and EFTPOS are two methods of making payment by a client. Identify two more.

71. Why are travel agents reluctant to accept a personal cheque as a method of payment?

72. What is generally the agency preferred method of payment by clients?

# Answers to written questions

Apply advanced airfare rules and procedures – D2.TTA.CL2.03

The following are model answers only – Trainers/Assessors must use discretion when determining whether or not an answer provided by a Student is acceptable or not.

**1. There are multiple points that could be included for 'client needs and preferences'.**

**Identify your top 5 that would help you determine the direction to take for effective assistance**

Any of the following:

- Packages
- Budget
- Timing and duration
- Destinations
- Carrier
- Quotations and advice supplied to clients
- Airline preferences – this may be based on prior flying experiences or frequent flyer membership
- Single or multiple destinations
- Flexibility with travel dates and times
- Urgency – may need to travel as soon as possible
- Number of passengers travelling
- Reasons for travelling – holiday, business, visiting family
- Class of travel – economy, business or first class
- One way or return travel
- Special requests for meals, seats and assistance from the airline
- Budget – the amount of money they wish to spend
- Passport nationality and need for visas for countries visited
- Other travel arrangements that need to be booked.

**2. You do not have access to a CRS. How will you confirm client flight details?**

- Airline website general information
- Airline agency help desk.

**3. List 3 open or closed questions you would ask to obtain more detailed information regarding client needs and preferences**

Any of the following or other suitable learner option:

- Where are you interested in travelling to?
- When are you thinking of travelling?
- How long do you wish to be away?
- Which class do you wish to travel in?
- Are your dates flexible?
- Do you have a preference to fly with a particular airline?
- Do you wish to have checked baggage?
- Is meal service an important part of your airline experience?
- What nationality passport are you travelling on?
- How many passengers are travelling?

**4. After you have obtained answers to your initial client consult questions, why is it important to confirm these details again with the client?**

To ensure that you are clear there have been no misunderstandings.

**5. You require general and specialist resources that are essential for you to assist the customer. List three of each**

Any of the following for general resources:

General resources

- A computer with internet access
- Calendar
- Calculator
- Pen and paper
- World map
- Airline websites
- Airport information – maps of terminals, facilities
- Check-in options and facilities
- Baggage restrictions and fees
- Special assistance offered for passengers
- General policy and travel information.

Specialist resources for travel industry staff

- A Computer Reservation System (CRS)
- Airline agency help desks (online and/or phone service)
- The Passenger Air Tariff.

**6. Identify three key types of information you could source from a CRS**

Any of the following:

- Flight availability
- Airline schedules (timetables)
- Pricing including calculation of taxes
- Airfare rules.

**7. Write out the words 'Angliss Travel' using the phonetic alphabet**

- Alpha, November, Golf, Lima, India, Sierra, Sierra
- Tango, Romeo, Alpha,Victor, Echo, Lima.

**8. What is a mixed class ticket?**

Mixed class tickets incorporate different class travel for different sectors of a flight booking.

**9. What is a route map?**

Airlines develop route maps to explain the options on how a fare can be constructed. The route map may be very basic for shorter flight and itineraries or more complex for longer routes.

**10. What is meant by constructing a fare using the 'mileage system'?**

This involves determining the number of miles that are being flown on each sector of the itinerary and comparing this to a maximum number of miles that can be flown at a particular fare level.

**11. What would be one condition that could be promoted or offered as a positive for promoting a regular fare to a customer?**

Regular fares are fully flexible. This means that they can be changed at any time and if unused, are fully refundable. It also means that there are no payment deadlines and the agent can hold the booking for the client to consider. The only restriction is that payment is required (and the ticket must be issued) prior to departure.

**12. List the three general types of itinerary**

The general types of itineraries are:

- One way
- Return
- Multi city (which would include Round the world itineraries).

**13. Identify the following abbreviations in relation to IATA developed Global Indicators (GI):**

**EH**
**TS**
**PA**
**AP**

Answer:

- EH - Eastern Hemisphere
- TS - Trans-Siberian
- PA - Pacific
- AP - Atlantic Pacific.

**14. What is the abbreviation for the following airfare construction terms?**

- **Country of origin minimum checks**
- **Open jaw via country of origin check**
- **One way sub-journey check**
- **Circle Trip Minimum check**

Answer:

- Country of origin minimum checks - CPM
- Open jaw via country of origin check - COM
- One way sub-journey check - OSC
- Circle Trip Minimum check - CTM.

**15. Identify the following terms relating to pricing itinerary:**

- **NUC**
- **ROE**

Answer:

- Neutral Unit of Construction
- Rate of Exchange.

**16. Explain how ROE is applied**

It is the exchange rate used to convert international airfares calculated in NUC into a real currency.

**17. Explain the key differences between regular fares and promotional fares**

Answer to reflect the following.

<u>Regular (normal) fares</u>

They are the most expensive airfares and can be used for travel on any IATA approved airline. Regular fares are often referred to as ‘full’ fares as they are fully flexible in that, subject to availability, they can be changed at any time and if unused, are fully refundable.

<u>Promotional fares</u>

The airline determines the cost of the airfare and also the fare rules and conditions. The lowest priced airfares generally have the most restrictions while the higher priced airfares are generally more flexible.

**18. At what fare percentage rate are children and infants charged?**

- A regular fare can be discounted for a child and is 75% of the adult fare
- An infant will pay 10% of a regular, adult fare.

**19. Identify three items which might be included in air itineraries**

- Name and number of passengers
- Day and date of travel
- From and to destinations
- Flight number and carrier, including seat allocation, where applicable
- Departure and arrival times
- Fare, taxes, fees and charges, including sub-totals and total
- Amount paid and amount due, if applicable
- Verification of connections and times, where applicable.

**20. What are the general guidelines relating to TTL – Ticketing time limit?**

Answer to reflect the following.

- Some airlines will require a specific date, particularly if it is a sale fare that ends soon
- Some fares will require payment within a number of days of the booking being created, for example 72 hours
- Other fares will require payment in advance of the departure date. For example, the fare must be paid one month prior to departure.

**21. Why is it so important for an agent to ensure accuracy when making a client booking online via an airline or airline website?**

Answer to reflect the following.

The agent will issue the ticket at the time of booking and will therefore not have a second opportunity to get it right. All the checks therefore must be done at the time of the booking and prior to purchasing and paying for the ticket.

**22. What is the maximum number of seats that can be reserved in one booking?**

Nine

**23. Explain in point form how NUC is applied when constructing airfares**

NUC - Neutral Unit of Construction (or Neutral Unit of Currency).This neutral currency has been developed by IATA, specifically for use in international airfare construction.

All regular airfares are published in NUC and can be accessed in a CRS through a Fare Display entry

**24. Explain the term ROE and how it is applied**

The Rates of Exchange are determined by IATA and stored in the CRS.

The ROEs are updated quarterly on 01JAN, 01APR, 01JUL and 01OCT, or more frequently if there are significant currency changes during that time.

After constructing an airfare, the agent can do a simple calculation in their CRS

**25. What is a 'fare basis code'?**

A fare basis is a code that an airline allocates to each airfare. As stated earlier, in each class of travel, the airline offers a range of prices for sale by the travel enterprise.

Each price is allocated a fare basis starting with a different letter of the alphabet.

**26. Identify and explain the two components of a return airfare**

A return airfare has two components – an **outbound component** from origin to destination and then an **inbound component** from the destination back to the origin.

**27. Return airfares may be identified as 'round trip' or 'circle trip'. What is the difference?**

When a return journey has an itinerary that starts and finishes in the same city, and both the outbound and inbound component are the same price, this is called a **round trip**.

When a return journey has an itinerary that starts and finishes in the same city, and the outbound and inbound component are different prices, this is called a **circle trip**.

**28. What is EMA and what does it mean?**

Answer to reflect the following:

There will be itineraries where the TPM is higher than the MPM. In this case, in some circumstances there **may** be a deduction known as an Excess Mileage Allowance (EMA) which can be applied. IATA has determined which itineraries are entitled to this allowance and will deduct miles from the total TPM if the itinerary is eligible for an EMA.

**29. What is the industry standard (as a guide) for issuing tickets, vouchers and itinerary?**

No later than 2 weeks prior to passenger departure date.

**30. Common options used for delivery of passenger documents include…. (List 3)**

- E-mail
- Post Express Mail
- Registered Mail
- Delivery via a courier service.

**31. Why is regular mail not generally used for delivery of passenger documents?**

Regular mail is not generally used, as there is no way to track documents if they fail to arrive.

**32. Where possible, in packaging and presenting final travel documentation to clients what should you use or include? List three.**

Any of the following:

- Agency branded voucher covers
- Agency branded itinerary covers
- Stationery with agency logo
- Wallets if available
- Baggage labels
- Extra information
- Business card
- Insurance policy (if purchased) together with applicable emergency contact information.

**33. Identify three factors you may consider before despatching documents to a client**

Any of the following:

- When the passengers are departing
- Where they live
- Public holidays
- Contents
- Service levels associated with the various delivery options.

**34. List three factors when selecting flight and carrier for your clients may include**

- Confirming availability
- Understanding relevant carrier policies and procurers, including limitations and restrictions
- Matching timing requirements to flight availability
- Seat availability
- Meeting connecting flights
- Package limitations.

**35. What resource would you use to access airline schedules electronically?**

- A CRS/GDS
- A Travel Agent Website
- An Airline website

**36. Baggage allowances refer to what types of baggage?**

There are two types of baggage that passengers are permitted to take with them on their journey.

These are called checked baggage and carry-on baggage

**37. List 2 items which the PTA may include**

- Following relevant guidelines, policies and procedures
- Confirming applicable timeline requirements for booking
- Verifying agency details with carrier
- Including services covered by PTA's, including excess baggage, unaccompanied children, oxygen use
- Obtaining fare quote
- Applying service charge
- Raising Miscellaneous Charge Order (MCO).

**38. What have MCOs now been replaced with?**

Miscellaneous charge orders (MCO) have now been replaced with a virtual MPD.

**39. Why is it important to issue an invoice to a client for PTA?**

Answer to reflect the following:

It is important to issue an invoice so that the client has a record of the travel arrangements that they have booked and paid for.

An invoice gives the client the opportunity to check their personal and travel itinerary details are correct and that they understand the fare rules and conditions.

**40. Travel agencies must be accredited to issue airline tickets by whom?**

To issue airline tickets, an agency must be accredited by IATA (International Air Transportation Association) and also have authority from each airline that they wish to ticket.

**41. Explain BSP in point form**

Answer to reflect the following

- The Billing Settlement Plan is a centralised system which allows travel agents to issue tickets on IATA approved airlines
- Each evening the enterprise's CRS reports to the BSP the tickets that have been issued throughout the day
- This information is collated into a report which is issued to the agency each week. This report (BSP statement) lists the money owing for all of the tickets sold and is itemised by airline and date of issue.

**42. What are ticket modifiers?**

When issuing a ticket, the agent must include the carrier, the percentage commission earned from the carrier and the form of payment from the client (cash or credit card paid to the airline). These pieces of information are called Modifiers.

**43. Why would an agency have a need to use a consolidator?**

It is also possible for non-accredited enterprises to issue tickets through their CRS by using the services of a consolidator.

**44. Identify 3 key types of flight information you will need to confirm to meet client requirements**

- Time of travel
- Connections
- Seat availability
- Stop-over's
- Time spent at destinations.

**45. Identify three factors you need to consider when allowing for connection time between flights**

This time will vary depending if the client needs to change carriers, terminals or even airports.

**46. What are three common seat requests?**

- Window
- Aisle
- Specific seat number.

**47. What is an 'open jaw' journey?**

Another type of journey is open jaw, when the outward point of arrival and inward point of departure are not the same.

**48. Explain briefly the difference between and 'online' and 'interline' transfer**

Answer to reflect the following:

The passenger will arrive into Hong Kong on Thai Airways and depart on Singapore Airlines. This is called an interline transfer.

The passenger will return from San Francisco to Singapore and change aircraft, continuing to fly with Singapore Airlines. This is called an online transfer.

***49.*** **Breakdown the information for this one way fare from Galileo CRS.**

**FDHANMEL20OCT-OW/YY: NUC**

Here is a breakdown of the information entered:

| | |
|---|---|
| FD | Fare Display |
| HAN | from Hanoi |
| MEL | to Melbourne |
| 20OCT | Departing 20th of October (this part of the entry is optional) |
| OW | One Way fares only |
| YY | Display IATA fares for all airlines |
| NUC | Display the fares in NUCs |

**50. Fare journey must include two types of fares, identify the two**

- Single fare
- Return fare.

**51. Explain the difference between the following terms in a flight booking: 'Intermediate point' and 'Transit'**

Answer to reflect the following.

The journey from Bangkok to Sydney, via Singapore, flying Singapore would be a one way journey with two sectors. Singapore would be considered an intermediate point.

e.g.: Travelling through another city which would be seen as the middle point of the flight

If the passenger is only in Singapore for a short time waiting for their next flight, this intermediate point is referred to as a transit.

e.g.: An airport stopover for a short period before changing flights to continue to the destination.

**52. What is meant by 'booking classes' when using a CRS?**

Remember that a booking class is different to class of service (economy, business, and so on.).

- Each booking class represents a unique airfare for a specific airline
- Each airline uses different booking classes and has different prices.

**53. Identify the cheapest class from the following CRS listings:**

**V**
**S**
**N**
**O**

Answer is O.

**54. Identify three points to consider when calculating a client's lowest combination of fares**

Any of the following:

- Client information and preferences
- Low cost and full service carriers
- Airline schedules and flight routes
- Airline pricing
- Seat availability.

**55. What is the standard format for ticketing international fares?**

E-ticketing is now the form of ticketing for all international fares.

**56. List two ways of recording the client file**

- Electronic
- Manual
- Electronic client and record system
- Updating maintaining internal records.

**57. Explain the purpose of a Client Management System (CMS)**

Answer to reflect the following.

Used by many enterprises to record client details, booking information, travel arrangements and all the associated financial transactions. This software has been developed specifically for the travel industry and records information using industry codes and abbreviations

A CMS can often be used to generate quotations, invoices, receipts and detailed client itineraries.

**58. A CMS may also be referred to as what?**

A Client Management System is sometimes referred to as a back-office system as it is also used for accounting, marketing and other purposes.

**59. The information reflected on vouchers and other documentation provided should not include the use of standard travel industry abbreviations, jargon or codes. Why?**

Everything should be clearly written so that nothing is left open to interpretation.

**60. There are multiple fare types you will be required to quote on and keep record of. Identify three**

Any of the following:

- Normal (regular) fares
- Promotional fares
- Published fares
- Net fares
- Concession fares
- Child fares, infant fares, unaccompanied minors
- Calculating child and infant fares
- Other concessions
- Mileage and routing fares.

**61. Under what circumstances might penalty fees be applied to tickets?**

Other promotional airfares will usually have a penalty fee which applies if the fare is cancelled or amended. Amendment fees should also be explained clearly. Many clients assume that date changes can be made without cost.

Date changes may be restricted and are subject to availability.

Rerouting (changing cities) is often not permitted or incurs higher fees.

**62. What is meant by a 'non-transferrable' ticket?**

Most tickets are also non-transferable, meaning that name changes are not permitted so only the passenger originally booked can use the ticket (they cannot give it to someone else to use).

**63. List three documents you could generate and issue to a client**

- Invoices
- Credit notes
- Receipts
- Confirmation letters
- Itineraries
- Information packs.

**64. Identify three common errors made regarding passenger names when ticketing**

Commonly, the following errors may be detected:

- The family name is incorrectly spelt e.g. Barry and Barrie
- The first name is a nick name and not a registered name
- The title does not match the passport e.g. Mr and Dr
- The ages are incorrect e.g. booked as infant and age is a child
- The name is a married name however the passport or photo ID is in the person's maiden name.

**65. Identify three details you would check when verifying itinerary**

Check the following:

- Date of departure – are the day, month and year correct?
- Check the time of departure – should it be 0600 and not 1800?
- Date and sector continuity – are there any gaps? Can they be explained?
- Connecting times – is there sufficient connecting time between flights?
- Airports – has the flight been booked to/from the correct airport? E.g. Clark International or Ninoy Aquino International, Manila Philippines?
- Taxes – have they all been included.

**66. Why might it be necessary to convert times from 24hr format to 12 hour format showing AM and PM?**

Remember that passengers are not always familiar with 'travel jargon'.

For example, it may be appropriate to convert time from the 24 hour clock to 12 hour time, showing AM and PM to distinguish between morning and evening.

**67. List three details that would be included on an invoice**

- Details of all travel arrangements booked
- Pricing
- Service / transaction fees
- Airfare conditions
- Penalty fees.

**68. What factors would require changes to bookings? List three**

- Changed arrangements
- Cancellations, including the processing of refunds and issuing of credit notes
- Verifying alterations with carriers
- Confirmation alterations with clients and issuing appropriate confirmations and amended documents.

**69. Identify the following CRS status codes:**

**HK**
**KL**
**PN**
**HL**
**TK**
**HX**
**UN**

Answer is as follows:

- HK Confirmed
- KL Confirmed from Waitlist
- PN Pending need (not confirmed – awaiting airline notification)
- HL Holding Waitlist (not confirmed)
- TK Time change has occurred
- HX Flights are cancelled (if TTL is missed)
- UN Flights are unavailable (no longer operating).

**70. A personal cheque and EFTPOS are two methods of making payment by a client. Identify two more**

- Credit card
- Cash
- Personal, business and travellers cheque
- Direct debit, such as electronic funds transfer.

**71. Why are travel agents reluctant to accept a personal cheque as a method of payment?**

If for some reason the passengers cheque 'bounced' and was not cleared into your account you would effectively have a ticket that the passenger has not paid for and would be liable for all amendment fees associated with the cancellation of the ticket.

**72. What is generally the agency preferred method of payment by clients?**

- Direct deposits. Some enterprises encourage their clients to deposit money directly into their bank account
- EFTPOS is electronic funds transfer at point of sale and is a most common and preferred method of payment for all transactions today as it enables immediate cash transfer into the vendors account.

# Observation checklist

| | |
|---|---|
| **Student name** | |
| **Assessor name** | |
| **Location/venue** | |
| **Unit of competency** | Apply advanced airfare rules and procedures<br>D2.TTA.CL2.03 |
| **Dates of observation** | |
| **Instructions** | 1. Over a period of time observe the student completing each of the following tasks:<br>a) Confirm client requirements for all purchases<br>b) Construct mixed class fares<br>c) Construct airfares incorporating add-ons<br>d) Prepare international pre-paid ticket advices<br>e) Construct round-the-world and round trip itineraries<br>f) Construct fares for open jaw journeys<br>g) Apply the pricing unit concept to fares<br>h) Maintain client file.<br>2. Enter the date on which the tasks were undertaken<br>3. Place a tick in the box to show they completed each aspect of the task to the standard expected in the enterprise<br>4. Complete the feedback sections of the form, if required. |

| **Did the candidate** | **Yes** | **No** |
|---|---|---|
| **Element 1: Confirm client requirements for all purchases** | | |
| Identify and confirm needs and preferences of client | ❑ | ❑ |
| Identify and access appropriate resources to enable processing of client requirements | ❑ | ❑ |

| Did the candidate | Yes | No |
|---|---|---|
| **Element 2: Construct mixed class fares** | | |
| Identify and confirm availability of mixed class combinations | ❑ | ❑ |
| Match choice of mixed class fare to identified needs of client | ❑ | ❑ |
| Ensure fare construction complies with operational requirements | ❑ | ❑ |
| Calculate mixed fare costs | ❑ | ❑ |
| Construct and check accuracy and completeness of air itineraries | ❑ | ❑ |
| **Element 3: Construct airfares incorporating add-ons** | | |
| Identify and interpret available and applicable add-on flights | ❑ | ❑ |
| Ensure fare construction complies with operational requirements | ❑ | ❑ |
| Calculate through fare costs including add-ons | ❑ | ❑ |
| Construct and check accuracy and completeness of air itineraries | ❑ | ❑ |
| **Element 4: Prepare international pre-paid ticket advices** | | |
| Determine the needs and preferences of client for pre-paid ticket advice (PTA) | ❑ | ❑ |
| Select flight and carrier that best meets client needs | ❑ | ❑ |
| Process PTA in accordance with operational requirements | ❑ | ❑ |
| Issue or forward PTA | ❑ | ❑ |

| Did the candidate | Yes | No |
|---|---|---|
| **Element 5: Construct round-the-world and round trip itineraries** | | |
| Identify and confirm needs and preferences of client | ❑ | ❑ |
| Identify and access appropriate resources to enable processing of client requirements | ❑ | ❑ |
| Identify and confirm availability of flights to meet client requirements | ❑ | ❑ |
| Ensure fare construction complies with operational requirements | ❑ | ❑ |
| Calculate fare costs | ❑ | ❑ |
| Construct and check accuracy and completeness of air itineraries | ❑ | ❑ |
| **Element 6: Construct fares for open jaw journeys** | | |
| Identify and confirm needs and preferences of client | ❑ | ❑ |
| Identify and access appropriate resources to enable processing of client requirements | ❑ | ❑ |
| Identify options that enable open jaw journeys | ❑ | ❑ |
| Identify and confirm availability of flights to meet client requirements | ❑ | ❑ |
| Ensure fare construction complies with operational requirements | ❑ | ❑ |
| Calculate fare costs | ❑ | ❑ |
| Construct and check accuracy and completeness of air itineraries | ❑ | ❑ |
| **Element 7: Apply the pricing unit concept to fares** | | |
| Divide fare journey into individual pricing units | ❑ | ❑ |
| Calculate lowest combination of fares for given pricing units | ❑ | ❑ |

| Did the candidate | Yes | No |
|---|---|---|
| **Element 8: Maintain client file** | | |
| Record and update needs and preferences of client | ❑ | ❑ |
| Record itineraries and airfares quoted | ❑ | ❑ |
| Generate and issue documents to clients | ❑ | ❑ |
| Record and process changes to bookings | ❑ | ❑ |
| Record, up-date and receipt payments made by client | ❑ | ❑ |
| **Did the student's overall performance meet the standard?** | ❑ | ❑ |

| Feedback to student and trainer/assessor | | | |
|---|---|---|---|
| **Strengths:** | | | |
| **Improvements needed:** | | | |
| **General comments:** | | | |
| **Candidate signature** | | **Date** | |
| **Assessor signature** | | **Date** | |

# Third Party Statement

| | |
|---|---|
| **Student name** | |
| **Assessor name** | |
| **Location/venue** | |
| **Unit of competency** | Apply advanced airfare rules and procedures<br>D2.TTA.CL2.03 |
| **Dates of Third Party** | |
| **Instructions** | 1. Over a period of time observe the student completing each of the following tasks:<br>a) Confirm client requirements for all purchases<br>b) Construct mixed class fares<br>c) Construct airfares incorporating add-ons<br>d) Prepare international pre-paid ticket advices<br>e) Construct round-the-world and round trip itineraries<br>f) Construct fares for open jaw journeys<br>g) Apply the pricing unit concept to fares<br>h) Maintain client file.<br>2. Enter the date on which the tasks were undertaken<br>3. Place a tick in the box to show they completed each aspect of the task to the standard expected in the enterprise<br>4. Complete the feedback sections of the form, if required. |

| **Do you believe the trainee has demonstrated the following skills?**<br>*(tick the correct response]* | **Yes** | **No** | **Not sure** |
|---|---|---|---|
| **Element 1: Confirm client requirements for all purchases** | | | |
| Identified and confirmed needs and preferences of client | ❑ | ❑ | ❑ |
| Identified and accessed appropriate resources to enable processing of client requirements | ❑ | ❑ | ❑ |

| **Do you believe the trainee has demonstrated the following skills?** *(tick the correct response]* | **Yes** | **No** | **Not sure** |
|---|---|---|---|
| **Element 2: Construct mixed class fares** | | | |
| Identify and confirm availability of mixed class combinations | ❑ | ❑ | ❑ |
| Match choice of mixed class fare to identified needs of client | ❑ | ❑ | ❑ |
| Ensure fare construction complies with operational requirements | ❑ | ❑ | ❑ |
| Calculate mixed fare costs | ❑ | ❑ | ❑ |
| Construct and check accuracy and completeness of air itineraries | ❑ | ❑ | ❑ |
| **Element 3: Construct airfares incorporating add-ons** | | | |
| Identify and interpret available and applicable add-on flights | ❑ | ❑ | ❑ |
| Ensure fare construction complies with operational requirements | ❑ | ❑ | ❑ |
| Calculate through fare costs including add-ons | ❑ | ❑ | ❑ |
| Construct and check accuracy and completeness of air itineraries | ❑ | ❑ | ❑ |
| **Element 4: Prepare international pre-paid ticket advices** | | | |
| Determine the needs and preferences of client for pre-paid ticket advice (PTA) | ❑ | ❑ | ❑ |
| Select flight and carrier that best meets client needs | ❑ | ❑ | ❑ |
| Process PTA in accordance with operational requirements | ❑ | ❑ | ❑ |
| Issue or forward PTA | ❑ | ❑ | ❑ |

| **Do you believe the trainee has demonstrated the following skills?** *(tick the correct response]* | **Yes** | **No** | **Not sure** |
|---|---|---|---|
| **Element 5: Construct round-the-world and round trip itineraries** | | | |
| Identify and confirm needs and preferences of client | ❑ | ❑ | ❑ |
| Identify and access appropriate resources to enable processing of client requirements | ❑ | ❑ | ❑ |
| Identify and confirm availability of flights to meet client requirements | ❑ | ❑ | ❑ |
| Ensure fare construction complies with operational requirements | ❑ | ❑ | ❑ |
| Calculate fare costs | ❑ | ❑ | ❑ |
| Construct and check accuracy and completeness of air itineraries | ❑ | ❑ | ❑ |
| **Element 6: Construct fares for open jaw journeys** | | | |
| Identify and confirm needs and preferences of client | ❑ | ❑ | ❑ |
| Identify and access appropriate resources to enable processing of client requirements | ❑ | ❑ | ❑ |
| Identify options that enable open jaw journeys | ❑ | ❑ | ❑ |
| Identify and confirm availability of flights to meet client requirements | ❑ | ❑ | ❑ |
| Ensure fare construction complies with operational requirements | ❑ | ❑ | ❑ |
| Calculate fare costs | ❑ | ❑ | ❑ |
| Construct and check accuracy and completeness of air itineraries | ❑ | ❑ | ❑ |
| **Element 7: Apply the pricing unit concept to fares** | | | |
| Divide fare journey into individual pricing units | ❑ | ❑ | ❑ |
| Calculate lowest combination of fares for given pricing units | ❑ | ❑ | ❑ |

| **Do you believe the trainee has demonstrated the following skills?**<br>*(tick the correct response]* | **Yes** | **No** | **Not sure** |
|---|---|---|---|
| **Element 8: Maintain client file** | | | |
| Record and update needs and preferences of client | ❑ | ❑ | ❑ |
| Record itineraries and airfares quoted | ❑ | ❑ | ❑ |
| Generate and issue documents to clients | ❑ | ❑ | ❑ |
| Record and process changes to bookings | ❑ | ❑ | ❑ |
| Record, up-date and receipt payments made by client | ❑ | ❑ | ❑ |

# Competency recording sheet

| | | |
|---|---|---|
| **Name of Student** | | |
| **Name of Assessor/s** | | |
| **Unit of Competency** | Apply advanced airfare rules and procedures | D2.TTA.CL2.03 |
| **Date assessment commenced** | | |
| **Date assessment finalised** | | |
| **Assessment decision** | Pass Competent / Not Yet Competent (Circle one) | |
| **Follow up action required**<br>(Insert additional work and assessment required to achieve competency) | | |
| **Comments/observations by assessor/s** | | |

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

| Element & Performance Criteria | Observation of skills | 3rd Party Statement | Oral Questions | Written Questions | Work Projects | Other |
|---|---|---|---|---|---|---|
| **Element 1: Confirm client requirements for all purchases** | | | | | | |
| Identify and confirm needs and preferences of client | | | | | | |
| Identify and access appropriate resources to enable processing of client requirements | | | | | | |
| **Element 2: Construct mixed class fares** | | | | | | |
| Identify and confirm availability of mixed class combinations | | | | | | |
| Match choice of mixed class fare to identified needs of client | | | | | | |
| Ensure fare construction complies with operational requirements | | | | | | |
| Calculate mixed fare costs | | | | | | |
| Construct and check accuracy and completeness of air itineraries | | | | | | |

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

| Element & Performance Criteria | Observation of skills | 3rd Party Statement | Oral Questions | Written Questions | Work Projects | Other |
|---|---|---|---|---|---|---|
| **Element 3: Construct airfares incorporating add-ons** | | | | | | |
| Identify and interpret available and applicable add-on flights | | | | | | |
| Ensure fare construction complies with operational requirements | | | | | | |
| Calculate through fare costs including add-ons | | | | | | |
| Construct and check accuracy and completeness of air itineraries | | | | | | |
| **Element 4: Prepare international pre-paid ticket advices** | | | | | | |
| Determine the needs and preferences of client for pre-paid ticket advice (PTA) | | | | | | |
| Select flight and carrier that best meets client needs | | | | | | |
| Process PTA in accordance with operational requirements | | | | | | |
| Issue or forward PTA | | | | | | |

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

| Element & Performance Criteria | Observation of skills | 3rd Party Statement | Oral Questions | Written Questions | Work Projects | Other |
|---|---|---|---|---|---|---|
| **Element 5: Construct round-the-world and round trip itineraries** | | | | | | |
| Identify and confirm needs and preferences of client | | | | | | |
| Identify and access appropriate resources to enable processing of client requirements | | | | | | |
| Identify and confirm availability of flights to meet client requirements | | | | | | |
| Ensure fare construction complies with operational requirements | | | | | | |
| Calculate fare costs | | | | | | |
| Construct and check accuracy and completeness of air itineraries | | | | | | |

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

| Element & Performance Criteria | Observation of skills | 3rd Party Statement | Oral Questions | Written Questions | Work Projects | Other |
|---|---|---|---|---|---|---|
| **Element 6: Construct fares for open jaw journeys** | | | | | | |
| Identify and confirm needs and preferences of client | | | | | | |
| Identify and access appropriate resources to enable processing of client requirements | | | | | | |
| Identify options that enable open jaw journeys | | | | | | |
| Identify and confirm availability of flights to meet client requirements | | | | | | |
| Ensure fare construction complies with operational requirements | | | | | | |
| Calculate fare costs | | | | | | |
| Construct and check accuracy and completeness of air itineraries | | | | | | |
| **Element 7: Apply the pricing unit concept to fares** | | | | | | |
| Divide fare journey into individual pricing units | | | | | | |
| Calculate lowest combination of fares for given pricing units | | | | | | |

Place a tick (✓) in the column to reflect evidence obtained to determine Competency of the student for each Performance Criteria.

| Element & Performance Criteria | Observation of skills | 3rd Party Statement | Oral Questions | Written Questions | Work Projects | Other |
|---|---|---|---|---|---|---|
| **Element 8: Maintain client file** | | | | | | |
| Record and update needs and preferences of client | | | | | | |
| Record itineraries and airfares quoted | | | | | | |
| Generate and issue documents to clients | | | | | | |
| Record and process changes to bookings | | | | | | |
| Record, up-date and receipt payments made by client | | | | | | |
| **Candidate signature:** | | | | **Date:** | | |
| **Assessor signature:** | | | | **Date:** | | |

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