



Construct and ticket regular international airfares

D2.TTA.CL2.08

Assessor Manual



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William
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Institute

Specialist centre
for foods, tourism
& hospitality



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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: CONSTRUCT AND TICKET REGULAR INTERNATIONAL AIRFARES		NOMINAL HOURS: 50
UNIT NUMBER: D2.TTA.CL2.08		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to construct itineraries, cost airfares and issue documentation for international air travel using regular fares.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Confirm client requirements for regular international air travel</p> <p>1.1 Identify and confirm <i>needs and preferences of client</i></p> <p>1.2 Identify and access <i>appropriate resources</i> to enable processing of client requirements</p> <p>Element 2: Interpret regular airfare information</p> <p>2.1 Identify and explain <i>regular airfare information</i></p> <p>Element 3: Construct and cost itinerary for regular international air travel</p> <p>3.1 Select carriers to accommodate identified client requirements</p> <p>3.2 Construct and <i>cost draft itinerary</i> in accordance with host enterprise <i>operational requirements</i> and identified client requirements</p>	<p>Unit Variables</p> <p>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.</p> <p>This unit applies to the construction of itineraries, costing of airfares and issuing of documentation for international air travel using regular fares, within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Travel Agencies 2. Tour Operation <p><i>Needs and preferences of client</i> may relate to:</p> <ul style="list-style-type: none"> • Packages • Budget • Timing and duration • Number of travellers, including considerations applicable to groups, families and individuals • Destinations 	

<p>3.3 Obtain approval and <i>authority to proceed</i> with <i>booking/s</i> from client</p> <p>3.4 <i>Book approved itinerary</i> with nominated carriers</p> <p>3.5 Obtain <i>payment from client</i>, as required</p> <p>Element 4: Process documentation for regular international air travel</p> <p>4.1 <i>Prepare required travel documentation</i> to support approved client booking</p> <p>4.2 <i>Process payment/s by client</i></p> <p>4.3 <i>Issue travel documentation</i></p> <p>4.4 Up-date <i>internal records</i></p>	<ul style="list-style-type: none"> • Carrier • Quotations and advice supplied to client. <p><i>Appropriate resources</i> may include:</p> <ul style="list-style-type: none"> • Computerised reservation system, including computerised data/information contained within the system • Airline guides • Airline schedules/timetables • Fare manuals • Tariffs from airlines • Tariffs from consolidators • Special bulletins and advisories from airlines and consolidators • General information from airlines • Quotations supplied to clients • Internet. <p><i>Regular airfare information</i> may include:</p> <ul style="list-style-type: none"> • Fares, fare basis and fare rules, including fare types and classes • Airport codes • Airline codes • Destination codes • International Air Transport Association (IATA) codes and areas • IATA terminology and definitions • Global indicators • International sales indicators
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- International airline and airfare terminology
- Normal and discounted fares
- Information on, and interpretation of, net fares
- Taxes, including airport tax, departure tax, noise tax, Goods and Services Tax (GST) and other relevant taxes and government charges applicable to the host country
- General air travel rules and restrictions of the host country
- Terms and conditions applicable to specific fares which may include:
 - Payment and ticketing deadlines
 - Extensions to standard ticketing deadlines
 - Cancellation charges and other penalties
 - Availability of any type of change to the air itinerary
 - Availability of changes to class of travel
 - Availability of changes to origin or destination
 - Amendment fees
 - Overbooking and applicable compensation
 - Limitations of liability
 - Insurance
 - Refund and transferability of ticket details
 - Baggage allowances, including charges for excess baggage
 - Security requirements, including searches and dangerous goods
 - Restrictions on items that can be carried in baggage in the hold of the aircraft, including restrictions on items that can be taken on board by passengers
 - Check-in requirements, options and times, including information relating to fare forfeiture.

Cost draft itineraries may be produced manually or using a computer and must include:

- One-way and return journeys
- coverage of the following types of regular fares:
 - Sector fares
 - Fares incorporating open dated travel and surface segments
 - Fares incorporating non-stop, direct and connecting services
 - Fares incorporating intermediate points
 - Net fares
 - Fares incorporating airport and other taxes
 - Ensuring that selected options meets identified client need, provides best possible regular fare price and optimises travel arrangements
- Calculation of add-on charges, additional taxes, special fees and other charges, as applicable
- Compliance with specific conditions that apply to regular airfares, as appropriate
- Coverage of the following individual client-specific information as appropriate for individual bookings:
 - Name and number of travellers and/or passenger/s, including indication of adults and children, and unaccompanied children where applicable
 - Day and date of travel
 - From and to destinations
 - Name of carrier and identification of chosen option, including seat allocation, where applicable
 - Departure and arrival times
 - Fare, taxes, fees and charges, including sub-totals and total
 - Deposit and/or full payments required, if applicable

- Verification of connections and times, where applicable
- E-ticket details, including number and collection information.

Operational requirements will relate to:

- Carrier guidelines
- Regulatory requirements, including those of authorities of the host country
- Host enterprise requirements
- Peak body requirements and procedures, where relevant, including fare construction rules, if applicable
- Use of correct documentation and/or screens and information fields
- Checks and calculation requirements (including minimum fare check requirements) applicable to individual booking types, where applicable, including:
 - Neutral units of construction (NUC)
 - Local currency fares (LCF)
 - Global indicators (GI)
 - Sold and ticketed inside the country of commencement
 - Mileage system:
 - Maximum permitted mileages (MPMS)
 - Ticketed point mileages (TPMS)
 - Extra mileage allowance (EMA)
 - Excess mileage surcharges (EMS)
 - Higher intermediate points (HIPs)
 - One way backhaul checks (BHC)
 - Circle trip minimum fare checks (CTM).

Authority to proceed may include:

- Verbal notification from client
- Signed authority on standard organisational form
- Explanation of relevant Terms and Conditions that attach to bookings.

Booking/s may include:

- A single product and/or service
- Multiple products and/or services comprising a complete itinerary
- Individuals and groups
- One-off touring arrangements
- Series tours
- Incentive tours
- Meetings and conferences
- Payment of deposit or full payment for products and services.

Booking approved itinerary may include:

- Placing requests and/or bookings with carriers
- Obtaining confirmation of bookings, where applicable
- Operating computerised reservation systems
- Seeking and booking through alternative carriers where initially selected carriers are unable to accommodate requested bookings.

Payment from client may include:

- Credit card
- Cash, or personal, business or traveller's cheque

- Direct debit, electronic funds transfer
- Invoice/account
- Telephone
- E-mail or other electronic transmission
- Payment of deposits and full payment for itinerary.

Prepare required travel documentation can relate to internal and external requirements and may include the following activities and documents:

- Activities:
 - Ensuring accuracy of all entries and calculations
 - Verifying all charges and discounts involved, including infant, child and group discounts
 - Completing documentation fully, in accordance with host enterprise operational requirements and to meet ticketing requirements and applicable regulations
 - Ensuring timely completion of all required documents
- Documents:
 - Client and passenger itineraries
 - Combination documents, such as combination e-ticket itinerary, receipt and invoice
 - Credit notes and receipts
 - Confirmation letters
 - Information packs and brochures
 - Travel insurance documentation
 - Tickets, including processing of e-tickets.

Process payment/s by client may include:

- Accepting payment based on standard host enterprise, industry or carrier requirements
- Issuing receipt
- Recording payment of deposit on internal documentation
- Advising client of amount outstanding, where applicable.

Issue travel documentation will depend on booking type as well as host enterprise and carrier requirements and may include:

- Issuing documentation to clients and passengers
- Providing documentation to accounts department
- Placing copies of documents in client file
- Providing documentation to carriers.

Internal records, which can be computer or manual files, may include:

- Client file
- Invoices
- Receipts
- Computerised system screens and fields
- Adding confirmations and other responses from carriers
- Adding communications from client
- Including documents and records relating to amendments and adjustments to initial request/booking, including refund notices and credit notes
- Up-dating financial status of client file
- Receiving, processing and recording payments, including confirming client has fully paid

- Complying with International Air Transport Association (IATA) requirements and procedures
- Complying with Billing and Settlement Plan (BSP) requirements.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Enterprise policies and procedures with respect to operational requirements for developing itineraries, costing regular fares, processing payments, issuing tickets and completing documentation and records
- General international air travel rules and restrictions
- Role of international air transport association in billing and settlement plan
- Billing and settlement plan manual and electronic procedures including knowledge and skills with BSPLink
- Billing and settlement plan documentation, hard copy and electronic formats
- General knowledge relating to international airfares and ticketing
- Familiarity with content and format of text-based tariffs and supporting manuals or automated fares systems
- Arithmetic skills to enable cost and other calculations
- Ability to identify, access and apply regular air travel-related resources
- Ability to identify and interpret international carrier and other travel codes
- General knowledge of international carrier and supplier regulations and requirements
- Ability to process payments and convert currencies.
-

Linkages To Other Units

- Apply advance airfare rules and procedures
- Construct and ticket promotional international airfares
- Access and interpret product information
- Process a financial sale transaction
- Operate a computerised reservation system
- Access and retrieve computer-based data
- Maintain quality customer/guest service
- Produce documents, reports and worksheets on a computer
- Use common business tools and technology
- Develop and update tourism industry knowledge
- Produce travel documentation on a computer
- Source and package tourism products and services
- Source and provide destination information and advice
- Prepare and submit quotations
- Construct and ticket domestic airfares.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of organisational and International Air Transport Association requirements in relation to regular fare construction
- Knowledge of current range of regular air travel products

- Demonstrated ability to explain to a client the carrier terms and conditions for a nominated range of international airlines
- Demonstrated ability to construct and cost a nominated range of regular fares for a given international itinerary to accommodate a nominated set of client requirements
- Demonstrated ability to ticket a nominated range of regular fares for a given international itinerary to accommodate a nominated set of client requirements
- Demonstrated ability to maintain nominated client file for a designated series of exchanges and transactions which must include the supply of a quotation for nominated regular air travel, an alteration to the initial booking and receipt for payment.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace application of regular airfare construction in a realistic office environment.

Resource Implications

Training and assessment must include actual computerised reservation and ancillary systems, real regular travel and airfare documentation or screens, real regular airfare resource material and actual or simulated international journeys for use as the basis of developing regular airfares and itineraries.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Portfolio of itineraries and other documentation
- Role plays

	<ul style="list-style-type: none"> • Oral and written questions • Third party reports completed by a supervisor • Project and assignment work. <p>Key Competencies in this Unit</p> <p><i>Level 1 = competence to undertake tasks effectively</i></p> <p><i>Level 2 = competence to manage tasks</i></p> <p><i>Level 3 = competence to use concepts for evaluating</i></p>																								
	<table border="1"> <thead> <tr> <th>Key Competencies</th> <th>Level</th> <th>Examples</th> </tr> </thead> <tbody> <tr> <td>Collecting, organising and analysing information</td> <td>2</td> <td>Source fare information; interpret airfare resource material; evaluate options to meet client requirements</td> </tr> <tr> <td>Communicating ideas and information</td> <td>1</td> <td>Provide options, advice and assistance to clients; explain client requirements to carriers</td> </tr> <tr> <td>Planning and organising activities</td> <td>2</td> <td>Integrate client requirements into a personalised itinerary that meets identified need</td> </tr> <tr> <td>Working with others and in teams</td> <td>1</td> <td>Liaise with carriers and other agency staff</td> </tr> <tr> <td>Using mathematical ideas and techniques</td> <td>2</td> <td>Calculate airfares, discounts and required checks</td> </tr> <tr> <td>Solving problems</td> <td>1</td> <td>Source alternatives for client to enable attainment of identified requirements</td> </tr> <tr> <td>Using technology</td> <td>2</td> <td>Use computerised reservation system and communication technologies</td> </tr> </tbody> </table>	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 to enable attainment of identified requirements	Using technology	2	Use computerised reservation system and communication technologies
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Oral questions

Student name	
Assessor name	
Location/venue	
Unit of competency	Construct and ticket regular international airfares D2.TTA.CL2.08
Instructions	<ol style="list-style-type: none"> 1. Ask student questions from the attached list to confirm knowledge, as necessary 2. Place tick in boxes to reflect student achievement (Pass Competent 'PC' or Not Yet Competent 'NYC') 3. Write short-form student answer in the space provided for each question.

Questions	Response	
	PC	NYC
1. Provide three examples of questions that could be asked to determine the needs and preferences of a client.	<input type="checkbox"/>	<input type="checkbox"/>
2. Describe three resources that an agent can use to access regular international airfare information.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
3. Identify and explain three types of codes, three types of fares and two types of taxes you may have to explain to a client as part of providing or interpreting regular international airfare information.	<input type="checkbox"/>	<input type="checkbox"/>
4. Give me examples of how you might determine the preferred carrier for a client for an identified international airfare destination.	<input type="checkbox"/>	<input type="checkbox"/>
5. Identify a sample itinerary for regular international air travel for two adults seeking to travel Economy to four overseas countries and explain how you might cost and construct an itinerary for this air travel.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
6. Demonstrate how you might obtain approval and authority to proceed with a nominated booking from a client.	<input type="checkbox"/>	<input type="checkbox"/>
7. What client information is required in order to create a booking in a Computer Reservation System?	<input type="checkbox"/>	<input type="checkbox"/>
8. You have processed a booking for a client: explain or demonstrate how you would request payment for this.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
9. What travel documentation might you need to prepare/arrange for a client who has purchased regular international air travel?	<input type="checkbox"/>	<input type="checkbox"/>
10. Identify one payment option a client may use to pay for international air travel and explain how to process payment made using this means.	<input type="checkbox"/>	<input type="checkbox"/>
11. What travel documentation would you issue to a client who has purchased regular international air tickets?	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
12. Identify the internal documentation/records you would update following sale of regular international domestic air fares to a client.	<input type="checkbox"/>	<input type="checkbox"/>

Written questions

Construct and ticket regular international airfares – D2.TTA.CL2.08

Student Name: _____

Answer all the following questions and submit to your Trainer.

1. What are two questions that you could ask a customer to determine if they wish to purchase a regular international airfare?

2. Why is the phonetic alphabet used in travel industry communication?

3. Provide two examples of airline and airfare information that can be found in a CRS.

4. Explain the purpose of Minimum Connecting Time.

5. Convert the following times from 12 hour to 24 hour time:

6.15 AM	
1.20 PM	
12.25 AM	
10.55 PM	

6. It should not be assumed that a client understands industry terms and abbreviations. Provide three examples of industry terms or abbreviations and how you could explain them to clients.

7. Describe the role of IATA.

8. Provide two examples of itineraries with the following Global Indicators:

AP _____

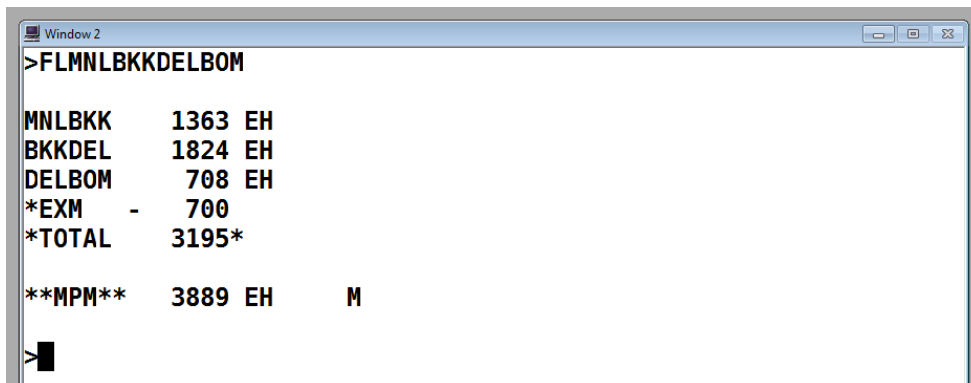
EH _____

TS _____

9. What is the difference between a regular and a promotional international airfare?

10. List the three types of itineraries that can be constructed.

11. Describe the EMA information that appears in this screen.



12. Use this screen to answer the following questions:

```

Window 2
FARES LAST UPDATED 15JUL 1508
>FDPNHMEL200CT-RT/YY:NUC
PNH-MEL TUE-200CT15 YY
MPM 5158 EH
**ADDITIONAL TAXES/FEEES MAY APPLY**
PUBLIC FARES
      CX      FARE      FARE      C  AP  MIN/      SEASONS..... MR GI DT
          NUC      BASIS
1  YY  4000.00R YIF      Y           MAX
2  YY  8588.00R CIF      C
3  YY 11034.00R FIF      F
      END
>

```

- a) What is the price for the first class airfare?
 b) What is the Maximum Permitted Mileage?

13. Why are there two business class airfares in this Fare Display? Explain your answer using example itineraries.

```

Window 2
FARES LAST UPDATED 15JUL 1405
>FDKULLON15JUL-RT@C/YY:NUC
KUL-LON WED-15JUL15 YY
MPM 8343 EH 11462 TS
**ADDITIONAL TAXES/FEEES MAY APPLY**
PUBLIC FARES
      CX      FARE      FARE      C  AP  MIN/      SEASONS..... MR GI DT
          NUC      BASIS
1  YY  7767.92R CIF      C
2  YY  9068.92R CIF      C
      END
>

```

14. Calculate the mileage surcharge that will need to be applied to this itinerary. Show your answer as a percentage (5, 10, 15, 20 or 25%).

```
Window 2
>FLBNEDXBDELLON

BNEDXB      7445 EH
DXBDEL      1368 EH
DELLON      4163 EH
*TOTAL      12976*

**MPM** 12799 TS 13118 EH 14630 AP

CARRIER SPECIFIC EXCEPTIONS EXIST FOR UA/OS
>
```

15. When is it necessary to do a One Way Back Haul check on an itinerary?

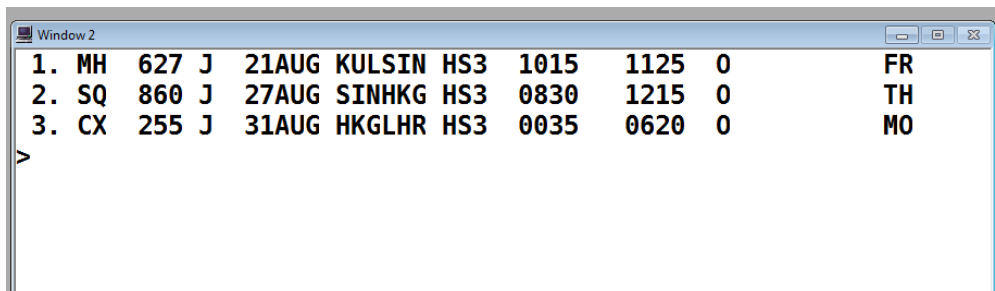
16. What is a HIP? What HIP checks would need to be done on the following itinerary?
BKK SIN DEL DXB

17. Why is it important to check seat availability before providing airfare information to a client?

18. What is the difference between a tax and a fuel surcharge?

19. List three client preferences or requirements that will influence the choice of carriers that the agent will recommend.

20. How many seats are being held on this itinerary and what class of travel has been booked?



```
Window 2
1. MH 627 J 21AUG KULSIN HS3 1015 1125 0 FR
2. SQ 860 J 27AUG SINHKG HS3 0830 1215 0 TH
3. CX 255 J 31AUG HKGLHR HS3 0035 0620 0 MO
>
```

21. What is the Galileo entry to sell three seats in first class from Line 6 of an Availability display?

22. Why should all booking arrangements be confirmed in writing?

23. What is a TTL and what does it indicate to the agent?

24. What is a PNR and what information does it contain?

25. List three examples of special requests or additional information that can be added to a PNR.

26. What information should appear on a client receipt?

27. List three examples of client information that should be checked for accuracy.

28. List three methods of payment that may be accepted from clients.

29. List two factors that will influence how an enterprise will pay airlines for tickets issued.

30. Describe the difference between accredited and non-accredited enterprises.

31. Explain the role of BSP for an accredited enterprise.

32. What information may be included in client documentation with the passenger's e-ticket and itinerary?

33. What information would an agent keep in a client file?

Answers to written questions

Construct and ticket regular international airfares – D2.TTA.CL2.08

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. What are two questions that you could ask a customer to determine if they wish to purchase a regular international airfare?

Responses could include:

- Do you need complete flexibility to change your itinerary?
- Do you have a complex itinerary including many stopovers?
- Would you like to purchase a fully refundable airfare?

2. Why is the phonetic alphabet used in travel industry communication?

As letters of the alphabet can be difficult to understand when spoken

There are many times codes are used, names are spelt or a PNR is shared and the phonetic alphabet helps to ensure accuracy.

3. Provide two examples of airline and airfare information that can be found in a CRS.

Airfare and airlines information that can be accessed through a CRS includes:

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

4. Explain the purpose of Minimum Connecting Time.

To ensure that passengers have sufficient time to transfer between flights.

5. Convert the following times from 12 hour to 24 hour time:

6.15 AM	0615
1.20 PM	1320
12.25 AM	0025
10.55 PM	2255

- 6. It should not be assumed that a client understands industry terms and abbreviations. Provide three examples of industry terms or abbreviations and how you could explain them to clients.**

Responses will include examples from topic 1.2 in the Trainee Manual.

- 7. Describe the role of IATA.**

IATA represents and serves the airline industry and their goals include ensuring inter-airline cooperation in promoting safe, reliable and secure airline services.

IATA has established standards and procedures to facilitate the operation of international air transportation. This includes involvement with developing airfare related information and also industry codes which are used worldwide.

IATA has also developed codes for cities and airlines.

- 8. Provide two examples of itineraries with the following Global Indicators:**

- AP Must travel Area 3 to Area 2, via Area 1
- EH Must travel from Area 3 to Area 2 (excluding TS) or only within Area 3
- TS Must travel from Area 3 to Area 2 with a non-stop service from Japan or South Korea to Europe.

- 9. What is the difference between a regular and a promotional international airfare?**

A regular fare is fully flexible and constructed using the mileage system, including a range of steps and checks.

A promotional international airfare has rules and restrictions that apply. Most promotional airfares are constructed using the routing system which advises which airlines can be flown on the itinerary.

- 10. List the three types of itineraries that can be constructed.**

One way, Return and Multi city.

11. Describe the EMA information that appears in this screen:

```

Window 2
>FLMNLBKKDELBOM

MNLBKK    1363 EH
BKKDEL    1824 EH
DELBOM     708 EH
*EXM      -   700
*TOTAL    3195*

**MPM**   3889 EH    M
    
```

As the client journey is all within Area 3, and travel includes Delhi and Mumbai, IATA allows a 700 mile deduction from the total TPM.

Due to the EMA deduction, this itinerary is in on miles and does not need to be surcharged.

12. Use this screen to answer the following questions:

```

Window 2
FARES LAST UPDATED 15JUL 1508
>FDPNHMEL20OCT-RT/YY:NUC
PNH-MEL TUE-20OCT15 YY
MPM 5158 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
  CX   FARE   FARE   C  AP  MIN/  SEASONS..... MR GI DT
      NUC   BASIS
1  YY  4000.00R YIF   Y           MAX           M  EH
2  YY  8588.00R CIF   C           M           M  EH
3  YY 11034.00R FIF   F           M           M  EH
      END
    
```

a) What is the price for the first class airfare?

First class airfare is NUC11034.00.

b) What is the Maximum Permitted Mileage?

The MPM is 5158.

13. Why are there two business class airfares in this Fare Display? Explain your answer using example itineraries.

```

Window 2
FARES LAST UPDATED 15JUL 1405
>FDKULLON15JUL-RT@C/YY:NUC
KUL-LON WED-15JUL15 YY
MPM 8343 EH 11462 TS
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
      CX      FARE      FARE      C  AP  MIN/      SEASONS..... MR GI DT
          NUC      BASIS
1  YY  7767.92R  CIF      C   AP  MAX
2  YY  9068.92R  CIF      C
      END
>
    
```

There are two Global Indicators for travel from Kuala Lumpur to London and each has a different price and MPM. An EH itinerary could include many cities between KUL and LON in Areas 3 or 2 – for example, KUL SIN LON. An itinerary with TS Global Indicator would include a non-stop flight from Japan or Korea to Europe. For example, KUL TYO LON.

14. Calculate the mileage surcharge that will need to be applied to this itinerary. Show your answer as a percentage (5, 10, 15, 20 or 25%).

```

Window 2
>FLBNEDXBDELLON
BNEDXB      7445 EH
DXBDEL      1368 EH
DELLON      4163 EH
*TOTAL      12976*
**MPM**     12799 TS  13118 EH  14630 AP
CARRIER SPECIFIC EXCEPTIONS EXIST FOR UA/OS
>
    
```

- TPM divided by MPM $12976 / 12799 = 1.0138$
- 5 % surcharge will apply.

15. When is it necessary to do a One Way Back Haul check on an itinerary?

When there is a one way itinerary that has a HIP from the origin to a stopover.

16. **What is a HIP? What HIP checks would need to be done on the following itinerary? BKK SIN DEL DXB**

BKK-SIN, BKK-DEL, SIN-DEL, SIN-DXB, DEL-DXB

17. **Why is it important to check seat availability before providing airfare information to a client?**

As the client needs to know that seats are available on the dates, times and airlines that they require.

18. **What is the difference between a tax and a fuel surcharge?**

Taxes are imposed by countries, fuel surcharges are imposed by airlines.

19. **List three client preferences or requirements that will influence the choice of carriers that the agent will recommend.**

Responses may include:

- Frequent flyer point accrual
- Airline schedule – flight routes, dates and times
- Classes of service on board
- Airline reputation and personal preference
- Inclusions such as meals, entertainment and special assistance requirements
- Flexibility of the fare to make changes, payments, etc.
- Seat availability on preferred travel dates.

20. **How many seats are being held on this itinerary and what class of travel has been booked?**

Segment	Carrier	Flight No	Class	Origin	Destination	Fare	Tax	Total	Day of Week
1.	MH	627	J	KUL	SIN	1015	1125	0	FR
2.	SQ	860	J	SIN	HKG	0830	1215	0	TH
3.	CX	255	J	HKG	LHR	0035	0620	0	MO

Three seats have been booked in Business Class.

21. **What is the Galileo entry to sell three seats in first class from Line 6 of an Availability display?**

03F6.

22. Why should all booking arrangements be confirmed in writing?

To ensure that all details are accurate as there are penalties for booking flights in incorrect names or to change dates and times.

23. What is a TTL and what does it indicate to the agent?

Ticketing Time Limit – the last date that the airfare can be paid for and ticketed before it expires. The airline decides the TTL.

24. What is a PNR and what information does it contain?

Passenger name record – includes flight itinerary, passenger names, agency details, telephone numbers, TTL and Received field. Also includes special requests and messages from the airline.

25. List three examples of special requests or additional information that can be added to a PNR.

Frequent flyer number, seating requests, bassinet request for infant, special meal requests, special assistance such as wheelchair, etc.

26. What information should appear on a client receipt?

- The date of the purchase
- The client name and booking reference
- The items being paid for
- The total cost of the items
- How the amount was paid (cash, cheque, credit card, etc.).

27. List three examples of client information that should be checked for accuracy.

Names, passports, prices, contact details, itinerary.

28. List three methods of payment that may be accepted from clients.

Cash, EFTPOS, credit card, direct deposit and cheque.

29. List two factors that will influence how an enterprise will pay airlines for tickets issued.

- Whether or not the enterprise has accreditation for e-ticketing
- Whether or not the client credit card is used to pay the airline.

30. Describe the difference between accredited and non-accredited enterprises.

An enterprise with IATA accreditation can issue tickets through the CRS and is billed by BSP.

A non-accredited enterprise can make bookings in the CRS but these must be ticketed through a third party consolidator.

31. Explain the role of BSP for an accredited enterprise.

Billing Settlement Plan – allows the agent to make payments and accept commissions from all IATA airlines, rather than dealing with each airline individually. BSP links to the CRS to access information and prepares a weekly statement of transactions.

32. What information may be included in client documentation with the passenger's e-ticket and itinerary?

- Vouchers, Agency contact details, baggage tags
- An emergency assistance card for after-hours support
- General information on the destinations being visited.

33. What information would an agent keep in a client file?

Client personal details, passport copies, itinerary, invoice, details of all notes from discussions, etc.

Observation checklist

Student name	
Assessor name	
Location/venue	
Unit of competency	Construct and ticket regular international airfares D2.TTA.CL2.08
Dates of observation	
Instructions	<ol style="list-style-type: none"> 1. Over a period of time observe the student completing each of the following tasks: <ol style="list-style-type: none"> a) Confirm client requirements for regular international air travel b) Interpret regular airfare information c) Construct and cost itinerary for regular international air travel d) Process documentation for regular international air travel 2. Enter the date on which the tasks were undertaken 3. Place a tick in the box to show they completed each aspect of the task to the standard expected in the enterprise 4. Complete the feedback sections of the form, if required.

Did the candidate	Yes	No
Element 1: Confirm client requirements for regular international air travel		
Identify and confirm needs and preferences of client	<input type="checkbox"/>	<input type="checkbox"/>
Identify and access appropriate resources to enable processing of client requirements	<input type="checkbox"/>	<input type="checkbox"/>
Element 2: Interpret regular airfare information		
Identify and explain regular airfare information	<input type="checkbox"/>	<input type="checkbox"/>

Did the candidate	Yes	No
Element 3: Construct and cost itinerary for regular international air travel		
Select carriers to accommodate identified client requirements	<input type="checkbox"/>	<input type="checkbox"/>
Construct and cost draft itinerary in accordance with host enterprise operational requirements and identified client requirements	<input type="checkbox"/>	<input type="checkbox"/>
Obtain approval and authority to proceed with booking/s from client	<input type="checkbox"/>	<input type="checkbox"/>
Book approved itinerary with nominated carriers	<input type="checkbox"/>	<input type="checkbox"/>
Obtain payment from client, as required	<input type="checkbox"/>	<input type="checkbox"/>
Element 4: Process documentation for regular international air travel		
Prepare required travel documentation to support approved client booking	<input type="checkbox"/>	<input type="checkbox"/>
Process payment/s by client	<input type="checkbox"/>	<input type="checkbox"/>
Issue travel documentation	<input type="checkbox"/>	<input type="checkbox"/>
Up-date internal records	<input type="checkbox"/>	<input type="checkbox"/>
Did the student's overall performance meet the standard?	<input type="checkbox"/>	<input type="checkbox"/>

Feedback to student and trainer/assessor

Strengths:

Improvements needed:

General comments:

Candidate signature

Date

Assessor signature

Date

Third Party Statement

Student name:			
Name of third party:		Contact no:	
Relationship to student:	<input type="checkbox"/> Employer <input type="checkbox"/> Supervisor <input type="checkbox"/> Colleague <input type="checkbox"/> Other <i>Please specify: _____</i> <i>Please do not complete the form if you are a relative, close friend or have a conflict of interest]</i>		
Unit of competency:	Construct and ticket regular international airfares D2.TTA.CL2.08		
<p>The student is being assessed against industry competency standards and we are seeking your support in the judgement of their competence.</p> <p>Please answer these questions as a record of their performance while working with you. Thank you for your time.</p>			
Do you believe the trainee has demonstrated the following skills? <i>(tick the correct response]</i>	Yes	No	Not sure
Identifies and confirms needs and preferences of client for regular international air travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifies and accesses appropriate resources to enable processing of client requirements for regular international air travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifies, explains and interprets regular international airfare information to clients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selects carriers to accommodate identified client requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Constructs and costs draft itinerary in accordance with host enterprise operational requirements and identified client requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Books identified travel and accepts and processes payment for same	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prepares and provides travel documentation to support selected regular international air travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Updates internal records to reflect regular international air tickets which have been sold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments/feedback from Third Party to Trainer/Assessor:**Third party signature:****Date:****Send to:**

Competency recording sheet

Name of Student		
Name of Assessor/s		
Unit of Competency	Construct and ticket regular international airfares	D2.TTA.CL2.08
Date assessment commenced		
Date assessment finalised		
Assessment decision	Pass Competent / Not Yet Competent (Circle one)	
Follow up action required (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 regular international air travel						
Identify and confirm needs and preferences of client						
Identify and access appropriate resources to enable processing of client requirements						
Element 2: Interpret regular airfare information						
Identify and explain regular airfare information						
Element 3: Construct and cost itinerary for regular international air travel						
Select carriers to accommodate identified client requirements						
Construct and cost draft itinerary in accordance with host enterprise operational requirements and identified client requirements						
Obtain approval and authority to proceed with booking/s from client						
Book approved itinerary with nominated carriers						
Obtain payment from client, as required						

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 4: Process documentation for regular international air travel						
Prepare required travel documentation to support approved client booking						
Process payment/s by client						
Issue travel documentation						
Up-date internal records						
Candidate signature:			Date:			
Assessor signature:			Date:			

William
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Institute

Specialist centre
for foods, tourism
& hospitality



**Australian
Aid**

