



Construct and ticket promotional international airfares

D2.TTA.CL2.07

Assessor Manual



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William
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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 PROMOTIONAL INTERNATIONAL AIRFARES		NOMINAL HOURS: 50
UNIT NUMBER: D2.TTA.CL2.07		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to construct itineraries, cost airfares and issue documentation for international air travel using promotional/special fares.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Confirm client requirements for promotional 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 promotional airfare information</p> <p>2.1 Identify and explain <i>promotional international airfare information</i></p> <p>Element 3: Construct and cost itinerary for promotional 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 constructing and ticketing promotional international airfares 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 • Carrier • Quotations and advice supplied to client. 	

<p>3.3 Obtain approval and <i>authority to proceed with 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 promotional 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>	<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>Promotional international 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 • Global indicators • Global indicators • International sales indicators • International airline and airfare terminology
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- Promotional fares and packages
- 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 promotional international 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 promotional international 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 promotional international 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 where applicable to individual booking types, 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)

	<ul style="list-style-type: none">▪ Circle trip minimum fare checks (CTM). <p><i>Authority to proceed</i> may include:</p> <ul style="list-style-type: none">• Verbal notification from client• Signed authority on standard organisational form• Explanation of relevant terms and conditions that attach to bookings. <p><i>Booking/s</i> may include:</p> <ul style="list-style-type: none">• 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. <p><i>Booking approved itinerary</i> may include:</p> <ul style="list-style-type: none">• 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.
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Payment from client may include:

- Credit card
- Cash, or personal, business or travellers' cheques
- Direct debit via 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

	<ul style="list-style-type: none">▪ Tickets, including processing of e-tickets. <p>Process payment/s by client may include:</p> <ul style="list-style-type: none">• 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. <p><i>Issue travel documentation</i> will depend on booking type as well as host enterprise and carrier requirements and may include:</p> <ul style="list-style-type: none">• Issuing documentation to clients and passengers• Providing documentation to accounts department• Placing copies of documents in client file• Providing documentation to carriers. <p><i>Internal records</i>, which can be computer or manual files, may include:</p> <ul style="list-style-type: none">• Client files• 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
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- 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 promotional international 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 in 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 promotional international 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 regular 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 (IATA) requirements in relation to promotional international fare construction
- Knowledge of current range of promotional international 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 promotional fares for a given international itinerary to accommodate a nominated set of client requirements
- Demonstrated ability to ticket a nominated range of promotional fares for a given international itinerary to accommodate a nominated set of client requirements
- Demonstrated ability to maintain the client file for a nominated client for a designated series of exchanges and transactions which must include the supply a quotation for nominated promotional international air travel, an alteration to the initial booking and receipt for payment.

Context of Assessment

Assessment must ensure:

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

Resource Implications

Training and assessment must include actual computerised reservation and ancillary systems, real promotional international travel and airfare documentation or screens, real promotional international airfare resource material and actual or simulated international journeys for use as the basis of developing promotional international 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
- Oral and written questions

	<ul style="list-style-type: none"> • 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 that 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 that 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 promotional international airfares D2.TTA.CL2.07
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. Explain or demonstrate how you might identify and confirm the needs and preferences of a client for international air travel.	<input type="checkbox"/>	<input type="checkbox"/>
2. Identify the resources you would access to find information on international airfares and describe how each resource would be used.	<input type="checkbox"/>	<input type="checkbox"/>

Questions	Response	
	PC	NYC
3. Identify and explain three types of codes, and two types of fares that you may have to explain to a client as part of providing or interpreting 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 sample itineraries for promotional international air travel for a single person seeking to travel economy class to an international, overseas destination. Explain how you might cost and construct a one way and a return airfare and itinerary.	<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. Nominate a carrier and explain what is involved in booking an approved itinerary with them for promotional international air travel.	<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 for a client who is purchasing promotional international air travel and what details should it include?	<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 international air tickets?	<input type="checkbox"/>	<input type="checkbox"/>

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

Written questions

Construct and ticket promotional international airfares – D2.TTA.CL2.07

Student Name: _____

Answer all the following questions and submit to your Trainer.

1. What are three questions that you could ask a customer about their needs and preferences?

2. Why shouldn't you assume that a client wants the cheapest fare?

3. What services does a consolidator provide for a travel enterprise?

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

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

7.15 AM	
1.45 PM	
12.30 AM	
9.25 PM	

6. Describe the role of IATA.

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

AP _____

EH _____

TS _____

8. What is the difference between a published fare and a nett fare?

9. What is a fare basis code?

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

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

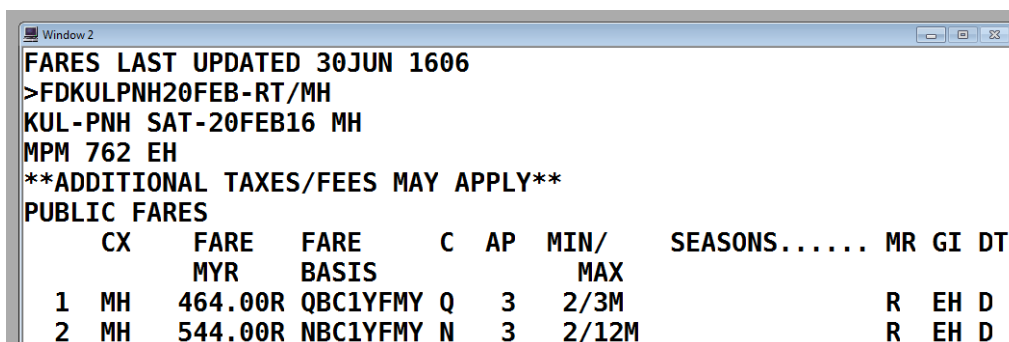
12. Describe two airfare rules and conditions that a client should be aware of before proceeding with a booking.

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

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

15. Describe the difference between a low cost carrier and a full service carrier.

16. Interpret this Fare Display to answer the questions below:



- a) What is the Fare Basis for the fare on Line 1? _____
- b) In which currency are the fares displayed? _____
- c) Explain why the fare on Line 1 could not be used for a passenger wishing to stay in Phnom Penh for four months? _____
- d) What booking class needs to be available to book the cheapest fare? _____

17. Interpret this Availability screen to answer the questions below:

```
Window 2
SUN 20DEC15 SINGAPORE /YANGON *SQ
1 SIN RGN 0755 0920 SQ 998 Z4 C4 J4 U4 D1 Y9 B9 E9 M9 H9 W8C*E
Q5 N2 VC GC L0 KC
A*SQ TO RETURN TO MAIN DISPLAY
>
```

- a) What is the flight number in this display? _____
- b) What are the local departure and arrival times? _____
- c) How many seats are available in the Q class? _____
- d) What does VC mean in this display? _____
- e) What would the entry 04W1 do? _____

18. The following screens are extracts from the Penalties and Children discount paragraphs for a Qantas return fare from Bangkok to Sydney. Interpret the information to answer the questions below:

```

Window 2
>FN*1/16
001 BKKSyd 20OCT15 QF THB 16000 SSTH STAY---/12MBK-S
16. PENALTIES
UNLESS OTHERWISE SPECIFIED
CHANGES
  ANY TIME
    CHARGE THB 2000 FOR REISSUE/REVALIDATION.
    CHARGE THB 4000 FOR NO-SHOW.
  NOTE -
    
```

```

Window 2
CANCELLATIONS
  ANY TIME
    CHARGE THB 5000 FOR CANCEL/REFUND.
    WAIVED FOR DEATH OF PASSENGER.
    CHARGE THB 10000 FOR NO-SHOW.
    WAIVED FOR DEATH OF PASSENGER.
  NOTE -
    
```

```

Window 2
19. CHILDREN DISCOUNTS
UNLESS OTHERWISE SPECIFIED NOTE - GENERAL RULE DOES NOT
APPLY
  ACCOMPANIED CHILD 2-11 - CHARGE 75 PERCENT OF THE FARE.
    TICKETING CODE - BASE FARE CODE PLUS CH.
    MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME COMPARTMENT
    BY ADULT 15 OR OLDER
  OR - 1ST INFANT UNDER 2 WITHOUT A SEAT - CHARGE 10 PERCENT
    OF THE FARE.
    TICKETING CODE - BASE FARE CODE PLUS IN.
    MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME
    COMPARTMENT BY ADULT 15 OR OLDER
  OR - INFANT UNDER 2 WITH A SEAT - CHARGE 75 PERCENT OF THE
  )>
    
```

- a) How much is the fee to reissue/revalidate the ticket? _____
- b) What percentage of a fare is charged for a child and an infant?

- c) What is the cancellation fee if a passenger wants to cancel and apply for a refund?

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

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

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

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

23. What does 'instant purchase' mean?

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

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

26. List three factors that will influence how an enterprise will pay airlines for tickets issued.

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

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

29. If Singapore Airlines pays an enterprise 5% commission, and an agent issues a ticket for SGD2500 plus 100 taxes, how much commission would the enterprise earn?

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

Answers to written questions

Construct and ticket promotional international airfares – D2.TTA.CL2.07

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 three questions that you could ask a customer about their needs and preferences?

Suggested responses could include:

- 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?
- Are you looking for a holiday package or an airfare only?
- How many passengers are travelling?

2. Why shouldn't you assume that a client wants the cheapest fare?

Responses may include:

- The client may have a preference for a particular airline
- The client may want to travel in business or first class
- The client may have specific dates that can't be changed
- The client may prefer a full service carrier.

3. What service does a consolidator provide for a travel enterprise?

For non-accredited agencies, the services of a consolidator are required in order to issue tickets.

4. 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.

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

7.15 AM	0715
1.45 PM	1345
12.30 AM	1230
9.25 PM	2125

6. 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.

7. 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.

8. What is the difference between a published fare and a nett fare?

A nett fare means the cost price to the travel enterprise, rather than the published price which is given to the client. Nett fares differ from published fares in the following ways:

- The travel enterprise can determine their own sell price
- Nett fares are not common and are usually only available for sale when there is a strong relationship between an airline and a particular travel enterprise
- Although the booking will be created in the CRS, the airfare will not automatically calculate as the CRS will not recognise the fare
- Nett fares usually have many restrictions and rules.

9. What is a fare basis code?

A fare basis is a code that an airline allocates to each airfare. 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.

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

One way, Return and Multi city.

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

The agent should only quote an airfare that is available for the client to purchase.

12. Describe two airfare rules and conditions that a client should be aware of before proceeding with a booking.

Responses may include, TTL, penalties, concessions, stopovers, advance purchase, minimum and maximum stay requirements.

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

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

14. 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.

15. Describe the difference between a low cost carrier and a full service carrier.

Full service carriers will usually include baggage, meals and on board entertainment free of charge.

Full service carriers usually have different classes of service (economy, business and first class) and a range of different prices to allow customers to choose a fare with the flexibility they require for making changes and payments.

Low cost carriers will usually charge a base fare with additional fees for the inclusion of baggage and charge passengers on board for food and entertainment.

Low cost carriers generally only have economy class seats on board.

16. Interpret this Fare Display to answer the questions below:

```

Window 2
FARES LAST UPDATED 30JUN 1606
>FDKULPNH20FEB-RT/MH
KUL-PNH SAT-20FEB16 MH
MPM 762 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES
      CX   FARE   FARE      C  AP  MIN/   SEASONS..... MR GI DT
          MYR   BASIS
1  MH   464.00R  QBC1YFMY  Q   3   2/3M                R  EH D
2  MH   544.00R  NBC1YFMY  N   3   2/12M               R  EH D
  
```

- What is the Fare Basis for the fare on Line 1? QBC1YFMY
- In which currency are the fares displayed? Malaysian Ringgit - MYR
- Explain why the fare on Line 1 could not be used for a passenger wishing to stay in Phnom Penh for four months?

The maximum stay allowed is only 3 months.

- What booking class needs to be available to book the cheapest fare? Q

17. Interpret this Availability screen to answer the questions below:

```

Window 2
SUN 20DEC15 SINGAPORE /YANGON *SQ
1 SIN RGN 0755 0920 SQ 998 Z4 C4 J4 U4 D1 Y9 B9 E9 M9 H9 W8C*E
          Q5 N2 VC GC L0 KC
A*SQ TO RETURN TO MAIN DISPLAY
>
  
```

- What is the flight number in this display? SQ998
- What are the local departure and arrival times? Depart 7.55am, Arrive 9.20am
- How many seats are available in the Q class? 5
- What does VC mean in this display? No seats available and waitlist closed
- What would the entry 04W1 do? Sell 4 seats in W class from Line 1

18. The following screens are extracts from the Penalties and Children discount paragraphs for a Qantas return fare from Bangkok to Sydney. Interpret the information to answer the questions below:

```

Window 2
>FN*1/16
001 BKKSyd 20OCT15 QF THB 16000 SSTH STAY---/12MBK-S
16. PENALTIES
UNLESS OTHERWISE SPECIFIED
CHANGES
  ANY TIME
    CHARGE THB 2000 FOR REISSUE/REVALIDATION.
    CHARGE THB 4000 FOR NO-SHOW.
  NOTE -

```

```

Window 2
CANCELLATIONS
  ANY TIME
    CHARGE THB 5000 FOR CANCEL/REFUND.
    WAIVED FOR DEATH OF PASSENGER.
    CHARGE THB 10000 FOR NO-SHOW.
    WAIVED FOR DEATH OF PASSENGER.
  NOTE -

```

```

Window 2
19. CHILDREN DISCOUNTS
UNLESS OTHERWISE SPECIFIED  NOTE - GENERAL RULE DOES NOT
APPLY
  ACCOMPANIED CHILD 2-11 - CHARGE 75 PERCENT OF THE FARE.
    TICKETING CODE - BASE FARE CODE PLUS CH.
    MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME COMPARTMENT
    BY ADULT 15 OR OLDER
  OR - 1ST INFANT UNDER 2 WITHOUT A SEAT - CHARGE 10 PERCENT
    OF THE FARE.
    TICKETING CODE - BASE FARE CODE PLUS IN.
    MUST BE ACCOMPANIED ON ALL FLIGHTS IN SAME
    COMPARTMENT BY ADULT 15 OR OLDER
  OR - INFANT UNDER 2 WITH A SEAT - CHARGE 75 PERCENT OF THE
)>

```

- a) How much is the fee to reissue/revalidate the ticket? THB 2000
- b) What percentage of a fare is charged for a child and an infant?
Child 75% Infant 10%
- c) What is the cancellation fee if a passenger wants to cancel and apply for a refund?
THB 2000

19. 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.

20. 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.

21. 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.

22. 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.

23. What does 'instant purchase' mean?

The itinerary must be paid for in full at the time of booking to guarantee the fare.

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

Names, passports, prices, contact details, itinerary.

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

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

26. List three factors that will influence how an enterprise will pay airlines for tickets issued.

- Whether or not the enterprise has accreditation to issue the ticket
- Whether the airfare was booked through the CRS or through an airline website
- The enterprise policy on the use of credit cards.

27. 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.

28. 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.

29. If Singapore Airlines pays an enterprise 5% commission, and an agent issues a ticket for SGD2500 plus 100 taxes, how much commission would the enterprise earn?

- SGD 125 commission (5% of 2500)
- No commission on taxes.

30. 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 promotional international airfares D2.TTA.CL2.07
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 promotional air travel b) Interpret promotional airfare information c) Construct and cost itinerary for promotional air travel d) Process documentation for promotional 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 promotional 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 promotional airfare information		
Identify and explain promotional international airfare information	<input type="checkbox"/>	<input type="checkbox"/>

Did the candidate	Yes	No
Element 3: Construct and cost itinerary for promotional 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 promotional 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 promotional international airfares D2.TTA.CL2.07		
<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 promotional international air travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifies and accesses appropriate resources to enable processing of client requirements for promotional international air travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifies, explains and interprets promotional 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 promotional international air travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Updates internal records to reflect promotional 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 promotional international airfares	D2.TTA.CL2.07
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 promotional air travel						
Identify and confirm needs and preferences of client						
Identify and access appropriate resources to enable processing of client requirements						
Element 2: Interpret promotional airfare information						
Identify and explain promotional international airfare information						
Element 3: Construct and cost itinerary for promotional 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 promotional 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
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



**Australian
Aid** 