Competency Standard

UNIT TITLE: APPLY ADVANCED AIRFARE RULES AND PROCEDURES	NOMINAL HOURS: 50

UNIT NUMBER: D2.TTA.CL2.03

UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to construct international airfare itineraries and cost those itineraries applying advanced international airfare rules and procedures.

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

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

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

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

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

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

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

Changes to bookings may include:

- Changed arrangements

- Cancellations, including the processing of refunds and issuing of credit notes

- Verifying alterations with carriers

- Confirming alterations with clients and issuing appropriate confirmations and amended documentation.

Payments may include:

- Credit card

- Cash

- Personal, business and traveller's cheque

- Direct debit, such as electronic funds transfer

- Invoice/account

- Telephone

- E-mail, or other electronic transmission.

Assessment Guide

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

- The enterprise's policies and procedures in regard to operational requirements for applying airfare rules, procedures and documentation

- Knowledge of and ability to apply basic research techniques

- Ability to perform basic arithmetic calculations

- Detailed knowledge of fare construction principles and rules

- Ability to identify, access and apply fare-related resources

- Ability to identify and interpret airline and other travel codes

	• General knowledge of IATA regulations and requirements
	• Ability to convert currencies
	• Ability to process payments.
	Linkages To Other Units
	• Construct and ticket domestic airfares
	• Construct and ticket promotional international airfares
	• Construct and ticket regular international airfares
	• Access and interpret product information
	• Process a financial sale transaction
	• Promote products and services to customers
	• 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
	• Operate an automated information system
	• Produce travel documentation on a computer
	• Receive and process reservations
	• Source and package tourism products and services
	• Source and provide destination information and advice
	• Prepare and submit quotations.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of organisational and IATA requirements in relation to fare construction

- Demonstrated ability to construct a mixed client fare and itinerary to accommodate a nominated set of client requirements

- Demonstrated ability to construct a fare and itinerary incorporating add-ons to accommodate a nominated set of client requirements

- Demonstrated ability to prepare an international pre-paid ticket advice and itinerary to accommodate a nominated set of client requirements

- Demonstrated ability to construct an around-the-world fare and itinerary to accommodate a nominated set of client requirements

- Demonstrated ability to construct a fare and itinerary for an open jaw journey to accommodate a nominated set of client requirements

- Demonstrated ability to apply the pricing unit concept to a nominated fare journey fare to calculate lowest combination of fares for given pricing units

- Demonstrated ability to maintain the client file for a nominated client for a designated series of exchanges and transactions which must include supplying a quotation for a nominated journey, an alteration to the initial booking and receipt for payment.

Context of Assessment

This unit may be assessed on or off the job:

- Assessment must ensure practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge

- Assessment must be able to demonstrate actual or simulated workplace application of airfare construction in a realistic office environment.

Resource Implications

- Training and assessment to include access to a real or simulated workplace including actual computerised reservation and ancillary systems, real travel and airfare documentation or screens, real airfare resource material and actual or simulated journeys for use as the basis of developing airfares and itineraries; and access to workplace and industry (IATA) standards, procedures, policies, guidelines, tools and equipment.

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

- Third party reports completed by a supervisor

- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	2	Source fare information; interpret airfare resource material; evaluate options to meet client requirements

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