

Competency Standard

UNIT TITLE: CONSTRUCT AND TICKET DOMESTIC AIRFARES		NOMINAL HOURS: 50
UNIT NUMBER: D2.TTA.CL2.06		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to construct itineraries, cost airfares and issue documentation for domestic air travel.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Confirm client requirements for domestic 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 domestic airfare information</p> <p>2.1 Identify and explain <i>domestic airfare information</i></p> <p>Element 3: Construct and cost itinerary for domestic air travel</p> <p>3.1 Select carriers to accommodate identified client requirements</p> <p>3.2 Construct and cost <i>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 staff who construct itineraries, cost airfares and issue documentation for domestic air travel, within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Travel Agencies</p> <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</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 domestic air travel</p> <p>4.1 Prepare required travel documentation to support approved client booking</p> <p>4.2 <i>Process payment/s made by client</i></p> <p>4.3 <i>Issue travel documentation</i></p> <p>4.4 Update <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. <p><i>Domestic 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 • City codes • Normal fares • Discounted fares, including infants, children, students, pensioners and groups • Fares for unaccompanied children • Promotional fares and packages • Taxes, such as domestic head tax, noise tax, Goods and Services Tax (GST) and other relevant taxes and government charges applicable to the host country, plus any regional requirements, where applicable
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- General air travel rules and restrictions of the host country, including regional requirements, where applicable
 - 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 airfare 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.
- A draft itinerary* can be produced manually, or using a computer, indicating the relevant types of fares that include:
- Sector fares
 - Through fares
 - Mixed class fares

- Promotional fares
 - Round, circle and open jaw trips
 - Fares incorporating open-dated travel and surface segments
 - Fares incorporating non-stop, direct and connecting services
 - Fares incorporating airport and other taxes
 - Ensuring that selected option meets identified client need, provides best possible fare price and optimises travel arrangements
 - 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, 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 payment 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 and regional requirements, where applicable

- Host enterprise requirements
- Peak body requirements and procedures, where applicable, including fare construction rules, if applicable
- Use of correct documentation and/or screens and information fields.

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.

Book 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, such as 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
 - 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 made 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 may be computer or manual files and may include:

- Client file
- Invoices
- Receipts
- Computerised system screens and fields
- Adding confirmations and other responses from carriers
- Adding communications from client
- Addition of documents and records relating to amendments and adjustments to initial request/booking, including refund notices and credit notes
- Updating 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 fares, processing payments, issuing tickets and completing documentation and records
- General domestic air travel rules and restrictions applicable to the host country including regional requirements, where applicable
- 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 domestic airfares and ticketing
- Arithmetic skills to enable calculations
- Ability to identify, access and apply domestic air travel related resources
- Ability to identify and interpret domestic carrier and other travel codes
- General knowledge of domestic carrier and supplier regulations and requirements
- Ability to process payments.

Linkages To Other Units

- Apply advance airfare rules and procedures
- Construct and ticket promotional international airfares
- 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.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of organisational and International Air Transport Association requirements in relation to domestic fare construction
- Knowledge of current range of domestic air travel products
- Demonstrated ability to explain to a client the carrier terms and conditions for a nominated range of airlines
- Demonstrated ability to construct and cost a nominated range of fares for a given itinerary to accommodate a nominated set of client requirements
- Demonstrated ability to ticket a nominated range of fares for a given 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 domestic air travel, an alteration to the initial booking and receipt for payment.

Context of Assessment

Assessment must ensure:

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

Resource Implications

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