



Australian Government

Assessment Requirements for SITTTSL012 Construct normal international airfares

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- create practical air itineraries and construct normal international airfares to meet the requirements of five different customers, including:
 - at least one adult and one child airfare
 - at least one airfare for travel to each of the following destinations:
 - New Zealand
 - USA/Canada
 - Europe
 - Asia
 - Africa
 - South West Pacific
 - South America
- source information for the above itineraries and airfares using each of the following at least once across the above customers:
 - computerised reservations system (CRS)
 - global distribution system (GDS)
 - information from airlines and consolidators
 - the internet
- demonstrate correct application of the following types of calculations and checks in constructing each of the above airfares:
 - global indicators (GI)
 - local currency fares (LCF)
 - mileage system:
 - maximum permitted mileages (MPMs)
 - ticketed point mileages (TPMs)
 - extra mileage allowance (EMA)
 - excess mileage surcharges (EMS)
 - neutral units of construction or currency (NUC) conversion
- interpret and document for each of the above customers:
 - information on international fares, fare rules, conditions applicable to specific fares, and International Air Transport Association (IATA) regulations

- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- sources of information for:
 - international flights:
 - route maps
 - direct and connecting services
 - minimum connecting times (MCT)
 - airline codes
 - airport codes
 - international fares:
 - published fare types and classes
 - normal fares
 - carrier fares with carrier-based routings
 - fare conditions
 - fare rules
 - global indicators
 - IATA areas
 - IATA regulations
 - IATA terminology and definitions
 - international airline terminology
 - payment and ticketing deadline
 - taxes, fees and surcharges
- international fare conditions:
 - amendment fees
 - availability of:
 - any type of change to the air itinerary
 - changes to class of travel
 - change to name on ticket
 - refunds or credit notes in the event of cancellation
 - baggage allowance
 - cancellation charges
 - excess baggage charges
 - extensions to ticketing deadline
 - payment deadline
 - restricted articles in baggage

- ticketing deadline
- time limits for passenger name records (PNRs)
- content and format of information provided by airlines and consolidators:
 - fare schedules
 - flight schedules
 - published fares
 - special bulletins
 - websites
- key elements of and procedures for international fare calculations and checks involving:
 - identifying fare basis code and fare type code
 - GI
 - LCF
 - mileage system:
 - MPMs
 - TPMs
 - EMA
 - EMS
 - NUC conversion
 - re-routing
- formats used to calculate and record international airfares:
 - the ladder and linear fare calculation methods.

Assessment Conditions

Skills must be demonstrated in a tourism or travel business operation or activity that sells international airfares. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- computers, software programs, printers, and CRS currently used in the tourism or travel industry to facilitate international airfare calculations
- current airline, consolidator and IATA documentation or computer data, published fares, schedules and bulletins outlining fares, rules, conditions and regulations
- internet and email
- storage for computer data
- telephone
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or

- individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>