



**Australian Government**

# **SITTTSL012 Construct normal international airfares**

**Release: 1**

## SITTTSL012 Construct normal international airfares

### Modification History

Not applicable.

### Application

This unit describes the performance outcomes, skills and knowledge required to create flight itineraries and construct normal international airfares. It requires the ability to interpret flight information and conditions applicable to specific fares and to construct airfares that meet customer needs according to International Air Transport Association (IATA) regulations.

The unit applies to tourism or travel industry organisations that sell international airfares such as travel agencies, tour wholesalers, airlines and consolidators.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants and managers, ticketing consultants, airline and consolidator ticketing officers, and reservations and operations consultants.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Competency Field

Tourism Sales and Operations

### Unit Sector

Tourism

### Elements and Performance Criteria

#### ELEMENTS

Elements describe the essential outcomes.

1. Interpret international airfare information.
2. Create international flight itineraries and airfares.

#### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and access sources of fare information.
- 1.2. Interpret information on international flights, fares, fare rules and conditions applicable to specific fares.
- 2.1. Configure flight itineraries for direct and connecting international flights.

- 2.2. Calculate and check international fares according to IATA regulations.
- 2.3. Calculate sector fares and those with intermediate points.
- 2.4. Calculate concession fares.
- 2.5. Calculate taxes, fees and surcharges.
- 2.6. Create the optimum airfare that meets customer needs.
- 2.7. Check the airfare calculations for accuracy and compliance with applicable conditions.
- 3. Document and maintain records of calculations.
  - 3.1. Record full details of the calculated airfare.
  - 3.2. Minimise use of printed materials and maximise electronic record keeping to reduce waste.

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

<b>SKILLS</b>	<b>DESCRIPTION</b>
Reading skills to:	<ul style="list-style-type: none"> <li>• interpret complex flight schedules, airline and consolidator fare schedules, applicable conditions and IATA regulations</li> <li>• research and sort relevant airfare information.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>• record accurate and legible fare calculations.</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>• enter data from a number of sources and complete complex calculations and checks with that data</li> <li>• identify and resolve mistakes in calculations and non-compliance with fare rules.</li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>• prepare fare quotations in correct customer file sequence according to the earliest departure dates for customers.</li> </ul>
Technology skills to:	<ul style="list-style-type: none"> <li>• use appropriate technological devices to cost optimum airfares for customers</li> <li>• use calculators, computers, software programs and printers when preparing airfare calculations.</li> </ul>

## Unit Mapping Information

SITTTSL310 Construct normal international airfares

## **Links**

Companion Volume implementation guides are found in VETNet -

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