



**Australian Government**

# **SITTTSL313 Administer billing and settlement plan**

**Release 1**

## SITTTSL313 Administer billing and settlement plan

### Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	<p>N</p> <p>Replaces but is not equivalent to SITTTSL016B Administer billing and settlement plan.</p> <p>Changes to Elements and Performance Criteria to better describe the tasks involved and to Required Knowledge for clarity of requirements. International Air Transport Association (IATA) references amended for accuracy.</p>

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to administer a Billing and Settlement Plan (BSP) for any tourism organisation involved in the sale and ticketing of airfares. It requires the ability to compile all information and documentation for air ticket sales and to lodge and report payments with accuracy.

### Application of the Unit

This unit applies to tourism industry organisations that sell and ticket airfares mainly to retail travel agencies, tour wholesalers, airlines and consolidators.

The unit applies to frontline sales and back office personnel who operate with some level of independence and under limited supervision. This includes retail travel consultants and managers, corporate consultants, ticketing consultants, airline and consolidator ticketing officers, reservations and operations consultants and finance and accounting personnel.

### Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### Pre-Requisites

Not applicable.

## Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- |   |   |
|---|---|
| 1. Prepare information for BSP reporting.                 | <ul style="list-style-type: none"> <li>1.1 Identify the BSP reporting calendar.</li> <li>1.2 Compile all information required for <b><i>BSP reports</i></b> to meet BSP reporting deadlines.</li> <li>1.3 Complete agency back office sales report for the given BSP reporting period.</li> </ul>   |
| 2. Download billing and settlement reports and documents. | <ul style="list-style-type: none"> <li>2.1 Download the Agency Billing Analysis Report from BSPLink and store according to IATA resolution rules.</li> <li>2.2 Acquire and interpret other <b><i>BSP documentation</i></b> according to BSP procedures.</li> </ul>  |
| 3. Reconcile billing and settlement reports.              | <ul style="list-style-type: none"> <li>3.1 Review and interpret the report data.</li> <li>3.2 Identify any discrepancies between the report and the agency back office sales report for the same period.</li> <li>3.3 Action all discrepancies according to BSP procedures.</li> <li>3.4 Reconcile the Agency Billing Analysis Report with the agency sales reports.</li> </ul> |
| 4. Manage the remittance process.                         | <ul style="list-style-type: none"> <li>4.1 Lodge reports according to BSP procedures and deadlines and keep agency copies.</li> <li>4.2 Secure funds and pay the remittance amount as reported.</li> <li>4.3 Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste.</li> </ul>  |

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- literacy skills to:
  - read and interpret BSP agency sales reports
  - write accurate details within BSP reporting documents
- numeracy skills to:
  - calculate gross and nett ticket sales
  - IATA payments and refunds
  - other complex reporting figures
  - accurately reconcile the BSP return
- planning and organising skills to complete BSP reporting documents within reporting period deadlines
- problem-solving skills to identify and resolve any reporting discrepancies
- technology skills to use calculators, computers, software programs and printers for the preparation of BSP reports.

### Required knowledge

- role of IATA in BSP
- IATA agency accreditation requirements
- IATA Agency Program and Resolutions
- benefits of the BSP for IATA accredited agents
- sources of BSP information and documents including BSPLink
- contents and uses of BSP documentation:
  - Agency Billing Analysis Report
  - memorandums
  - communiqués
- BSP process flow
- sales and transaction reporting procedures and requirements for the IATA Data Processing Centre
- BSP reporting timeframes
- fundamental aspects of airfares and ticketing.

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- download, interpret and reconcile the Agency Billing Analysis Report
- issue e-BSP standard traffic documents for multiple reporting periods
- cover the full range of BSP reporting documents and requirements
- integrate knowledge of BSP benefits, and sales and transaction reporting requirements for the IATA Data Processing Centre
- complete BSP activities within commercial time constraints and required reporting deadlines determined by IATA.

#### Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated tourism business operation or activity which administers BSP reporting
- a real or simulated office environment as defined in the Assessment Guidelines
- computers, printers and software programs currently used in the tourism industry to control the administration of the billing and settlement plan
- current actual or training facsimile IATA BSP documentation including the Agency Billing Analysis Report.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- activities that allow assessment of the individual's ability to complete a full range of BSP reporting requirements
- review of actual or facsimile BSP documents completed by the individual
- written or oral questioning to assess knowledge of BSP benefits and sales and transaction reporting requirements for the IATA Data Processing Centre
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the

individual.

### **Guidance information for assessment**

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITTTSL309 Source airfares for domestic flights
- SITTTSL310 Construct normal international airfares
- SITTTSL311 Construct promotional international airfares
- SITTTSL312 Construct advanced international airfares.

## **Range Statement**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***BSP reports*** may be:

- for domestic travel
- for international travel
- IATA BSP Agency Billing Analysis Report in electronic or printed format.

***BSP documentation*** may include:

- BSP billing statement
- Credit Card Charge Forms (CCCF)
- documents downloaded from BSPLink website
- memorandums and communiqués
- refund application and notice.

## **Unit Sector(s)**

Tourism

## **Competency Field**

Tourism Sales and Operations