



Australian Government

SITTTSL013 Construct promotional international airfares

Release: 2

SITTTSL013 Construct promotional international airfares

Modification History

Release	Comments
Release 2	Pre-requisite added: SITTTSL012 Construct normal international airfares

Application

This unit describes the performance outcomes, skills and knowledge required to create flight itineraries and construct promotional or 'special' 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

SITTTSL012 Construct normal international airfares

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

outcomes.	demonstrate achievement of the element.
1. Interpret promotional international airfare information.	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. Create promotional international flight itineraries and airfares.	2.1. Configure flight itineraries for direct and connecting international flights. 2.2. Calculate and check promotional 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.

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

preparing airfare calculations.

Unit Mapping Information

SITTTSL311 Construct promotional international airfares

Links

Companion Volume implementation guides are found in VETNet -

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