



Australian Government

SITTTVL008 Source airfares and issue tickets for domestic flights

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to create flight itineraries, source airfares for domestic air travel, issue tickets and process re-issues or cancellations. It requires the ability to interpret flight information and conditions applicable to specific fares and to quote on airfares that meet customer needs.

The unit applies to travel industry organisations that sell domestic airfares such as travel agencies, tour wholesalers 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, ticketing consultants, consolidator ticketing officers, reservations sales agents and owner-operators of small travel organisations.

The skills in this unit of competency must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Travel

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Interpret domestic airfare information.

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 domestic flights, fares and conditions applicable to specific fares.

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| 2. Create domestic flight itineraries, source airfares and issue tickets. | 2.1. Identify domestic flight options to meet customer needs.
2.2. Create flight itineraries and source airfares for direct and connecting domestic flights.
2.3. Source costs for airfares to meet customer needs.
2.4. Calculate taxes, fees and surcharges.
2.5. Check calculations for accuracy.
2.6. Compare domestic airfares and quote optimum airfare that meets customer needs.
2.7. Issue ticket according to customer requirements. |
| 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. |
| 4. Process ticket re-issues and cancellations. | 4.1. Confirm changed customer requirements.
4.2. Check fare conditions and advise customer.
4.3. Confirm client wishes to proceed with change.
4.4. Re-issue or cancel ticket according to customer requirements in accordance with fare conditions.
4.5. Issue applicable refund or airline credit according to airline conditions. |

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

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|------------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none">• interpret complex flight schedules, airline and consolidator fare schedules and applicable conditions. |
| Writing skills to: | <ul style="list-style-type: none">• record accurate and legible records of fare calculations. |
| Numeracy skills to: | <ul style="list-style-type: none">• enter data from a number of sources and complete calculations and checks with that data. |
| 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

Supersedes and is not equivalent to SITTTSL011 Source airfares for domestic flights.

Links

Companion Volume implementation guides are found in VETNet -

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