



Australian Government

SITTTVL009 Construct international airfares

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 and construct 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.

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

PERFORMANCE CRITERIA

Elements describe the essential outcomes

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

1. Interpret 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.

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| 2. Create international flight itineraries and airfares. | 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.

SKILLS	DESCRIPTION
Writing skills to:	record accurate and legible fare calculations.
Numeracy skills to:	enter data from a number of sources and complete complex calculations and checks with that data.
Planning and organising skills to:	prepare fare quotations in correct customer file sequence according to the earliest departure dates for customers.
Technology skills to:	- use appropriate technological devices to interpret the outcomes and cost optimum airfares for customers - use calculators, computers and software programs when preparing airfare calculations.

Unit Mapping Information

Supersedes and is not equivalent to SITTTSL012 Construct normal international airfares and SITTTSL013 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>

