



Australian Government

Department of Education, Employment and Workplace Relations

SITTTSL015B Construct advanced international airfares

Revision Number: 1

SITTTSL015B Construct advanced international airfares

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to construct international air itineraries and cost fares using advanced international airfare rules and procedures. It requires the ability to accurately interpret airfare information and configure air itineraries that create optimum airfare costs. This unit does not include ticketing which is found in SITTTSL009B Process travel-related documentation.

In most States and Territories, organisations that sell air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agent's licence. In many cases managers must have formally achieved competence in constructing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

Application of the unit This unit describes a key operational function for the sale of international airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism enterprise must be accredited with the International Air Transport Association (IATA).

Fare construction would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, retail travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units This unit must be assessed after the following prerequisite unit: SITTTSL013B Construct normal international airfares.

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Construct mixed class fares.	<p>1.1 Identify options where mixed class combinations are allowed and appropriate to meet customer needs.</p> <p>1.2 <i>Configure air itineraries</i> and calculate mixed class fare costs accurately and in accordance with IATA regulations.</p>
2 Apply minimum checks.	<p>2.1 Apply minimum checks to appropriate itineraries.</p> <p>2.2 <i>Calculate fares</i> and document according to IATA procedures.</p>
3 Calculate international pre-paid ticket advices.	3.1 Calculate pre-paid ticket advice for journeys commencing outside the country of sale according to IATA procedures.
4 Apply indirect travel limitation rules.	4.1 Calculate sectorised journeys and side trips with complete accuracy and document according to IATA procedures.
5 Construct round the world journeys.	<p>5.1 Identify situations where round the world fares are appropriate to meet the needs of the customer.</p> <p>5.2 Accurately calculate fares and apply round the world minimum checks according to IATA procedures.</p>

ELEMENT	PERFORMANCE CRITERIA
6 Construct fares for open jaw journeys.	6.1 Identify options where open jaw journeys are allowed and appropriate to meet the needs of the customer. 6.2 Accurately calculate open jaw journey fares according to IATA procedures.
7 Apply the pricing unit concept.	7.1 Divide a single or return fare journey into separate pricing units. 7.2 Calculate the lowest combination of fares for a series of pricing units.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- interpretation of fare schedules and other airline or consolidator guidelines
- interpretation of rules and conditions applicable to fares
- interpretation of current airline and IATA regulations
- literacy skills to read and interpret complex airfare schedules, airline and IATA regulations, costings and applicable rules and conditions
- numeracy skills to perform complex airfare calculations.

The following knowledge must be assessed as part of this unit:

- familiarity with content and format of text-based tariffs and supporting manuals or automated fare systems
- encoding and decoding of airport and airline codes
- how to access information on the different types of current international fares and the applicable rules and conditions
- how to access information on current airline and IATA regulations
- advanced fare construction principles and procedures, including currency and neutral units of construction (NUA) conversion.

Evidence Guide

EVIDENCE GUIDE

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

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

Evidence of the following is essential:

- knowledge of how to access information on the current range of international airfares and ability to interpret conditions applicable to specific fares
- ability to calculate airfares accurately and according to current airline and IATA regulations and conditions

EVIDENCE GUIDE

applicable to specific fares

- ability to apply advanced international airfare rules and procedures
- ability to accurately calculate multiple airfares covering range of different air routes, using advanced rules and procedures, and to meet varying customer requirements
- completion of airfare calculations within typical workplace time constraints and deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using appropriate computers, printers, publications and reservations systems currently used in the tourism industry to assist with airfare quotations
- use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

EVIDENCE GUIDE

Methods of assessment

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

- fare construction activities and case studies to assess ability to apply advanced fare construction principles to different circumstances and customer requirements
- review of fare calculation worksheets completed by the candidate
- written and oral questioning or interview to test knowledge of rules and conditions applicable to specific fares
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITTTSL005A Sell tourism products and services
- SITTTSL009B Process travel-related documentation
- SITTTSL013B Construct normal international airfares
- SITTTSL014B Construct promotional international airfares.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

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** in the

RANGE STATEMENT

performance criteria is detailed below.

Configure air itineraries must include the following types of fares:

- through fares incorporating add-ons
- mixed class fares
- round the world fares
- round, circle and open jaw trips
- fares incorporating intermediate points
- fares incorporating sectorised journeys and side trips
- fares incorporating airport taxes and other surcharges, which may include:
 - domestic head tax
 - noise tax
 - fuel surcharge
 - Q surcharge.

Calculate fares must include coverage of the following types of calculations and checks:

- neutral units of construction (NUA)
- local currency fares (LCF)
- global indicators (GI)
- journeys commencing outside the country of sale
- mileage system:
 - maximum permitted mileages (MPMs)
 - ticketed point mileages (TPMs)
 - extra mileage allowance (EMA)
 - excess mileage surcharges (EMS)
- higher intermediate points (HIPs)
- one way backhaul checks (BHA)
- circle trip minimum fare checks (CTM)
- compliance with indirect travel limitations rule
- re-routing.

Unit Sector(s)

Sector

Tourism

Competency field

Competency field

Tourism Sales and Operations