



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SITTTSL016B Administer billing and settlement plan**

**Revision Number: 1**

## SITTTSL016B Administer billing and settlement plan

### Modification History

Not applicable.

### Unit Descriptor

#### 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.

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

### Application of the Unit

#### Application of the unit

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

BSP administration 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** Nil

## 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 |
|---------|----------------------|
|---------|----------------------|

| <b>ELEMENT</b>  | <b>PERFORMANCE CRITERIA</b>  |
|---|--|
| 1 Report on air travel sales and refunds.               | <ul style="list-style-type: none"><li>1.1 Compile all information and documentation required for <b><i>BSP reports</i></b> at the appropriate time.</li><li>1.2 Check documents for accuracy, and identify and report on discrepancies.</li><li>1.3 Complete agency sales reports for the given BSP reporting period.</li><li>1.4 Complete refund notices and refund applications as required.</li><li>1.5 Produce and check BSP reports to include all transaction details.</li><li>1.6 Keep and file documents and reports according to BSP and organisation procedures.</li></ul> |
| 2 Complete billing and settlement reports and payments. | <ul style="list-style-type: none"><li>2.1 Reconcile statements according to BSP procedures and adjustment systems.</li><li>2.2 Identify any discrepancies and action according to BSP procedures.</li><li>2.3 Acquire <b><i>BSP documentation</i></b> according to BSP and organisation procedures.</li></ul>  |
| 3 Minimise waste of printed materials.                  | <ul style="list-style-type: none"><li>3.1 Minimise use of printed materials and maximise electronic transmission and filing of all documents to reduce waste and negative environmental impacts.</li></ul>   |

## 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:

- literacy skills to read, interpret and complete BSP reporting documents
- numeracy skills to calculate gross and nett ticket sales, IATA payments and refunds, costs and other reporting figures and to accurately reconcile the BSP return.

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

- role of IATA in BSP
- IATA agency accreditation requirements
- BSP procedures
- BSP reporting timeframes
- BSP documentation
- general understanding of airfares and ticketing.

## 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 BSP procedures and documentation
- ability to apply BSP rules and procedures and complete BSP documents within typical workplace time constraints and the reporting deadlines determined by IATA and organisation
- ability to complete multiple BSP documents accurately for multiple reporting periods and cover the full range of BSP reporting requirements relevant to the industry sector or organisation.

## EVIDENCE GUIDE

### Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, publications and software programs currently used in the tourism industry to control the administration of the billing and settlement plan
- use of industry-current actual or training facsimile IATA BSP documentation
- assessment by or in conjunction with an assessor currently accredited by IATA for BSP.

### 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:

- written exercises, quizzes and tests of BSP reporting activities
- review of actual or facsimile BSP documents completed by the candidate
- written and oral questioning or interview to test knowledge of rules and procedures applicable to the completion of BSP documents
- 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:

- SITTTSL012B Construct domestic airfares
- SITTTSL013B Construct normal international airfares
- SITTTSL014B Construct promotional international airfares
- SITTTSL015B Construct advanced international airfares.

## EVIDENCE GUIDE

**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 performance criteria is detailed below.

***BSP reports*** may be for:

- domestic travel
- international travel.

***BSP documentation*** may include:

- paper-based or electronically transmitted materials
- hard copy stocks
- documents downloaded from BSP website
- sales transmittal
- refund notice
- refund application
- credit card charge forms
- traffic document inventory report (TDIR)
- BSP billing statement.

