



Australian Government

SITTTSL307 Process travel-related documentation

Release 1

SITTTSL307 Process travel-related documentation

Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITTTSL009B Process travel-related documentation. Prerequisite removed.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to process a range of travel and tourism documentation. It requires the ability to identify and interpret all documentation requirements and to prepare and despatch documents within designated deadlines.

Application of the Unit

The product can include any international or domestic product sold by any tourism, hospitality or event organisation. This unit applies to all organisations where travel and tourism documents, including air tickets, are issued to customers, suppliers and sometimes to tour delivery staff.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, tour desk officers and operations coordinators. Some larger organisations support a documentation department staffed by industry entry-level documentation officers who may require more supervision.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- | | |
|---|---|
| <p>1. Interpret information required for processing of documentation.</p> | <p>1.1 Identify deadline for preparation and issuance of <i>documents</i>.</p> <p>1.2 Interpret existing <i>reservation data</i> to identify all <i>customer details</i>.</p> <p>1.3 Identify and interpret details of specific <i>products and services</i> confirmed to the customer and check prices quoted.</p> <p>1.4 Identify confirmed bookings held for customers and check costs quoted by product and service suppliers.</p> <p>1.5 Identify <i>sources of general information</i> required to issue all necessary documents.</p> <p>1.6 Check payment status and take appropriate action.</p> <p>1.7 Check for and report any discrepancies in costs and take required action.</p> <p>1.8 Identify operational documents required by personnel involved in delivering the tourism product.</p> |
| <p>2. Process documentation.</p> | <p>2.1 Prepare accurate <i>documentation</i> within designated timeframes.</p> <p>2.2 Record required details on documentation with accuracy and according to applicable product conditions.</p> <p>2.3 Calculate supplier costs and record within supplier documents.</p> <p>2.4 <i>Action supplier payments</i> within the designated deadline.</p> <p>2.5 Check all documentation for accuracy prior to issue and amend as necessary.</p> <p>2.6 Process, file and despatch <i>copies of documents</i> according to organisation and supplier requirements.</p> <p>2.7 Issue documents and reissue as required.</p> <p>2.8 Process required refunds or additional payments according to product conditions.</p> <p>2.9 Minimise use of printed materials and maximise electronic transmission and record keeping to reduce waste.</p> |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to discuss customer data and cost discrepancies with colleagues or supervisors
- literacy skills to:
 - read and interpret customer reservation and operational data, complex itineraries and product information
 - write accurate and clearly expressed travel-related documents
- numeracy skills to calculate costs quoted to the customer, check payment status of customer files and issue documents with correct monetary value
- planning and organising skills to prepare and issue documents in correct customer file sequence according to the earliest service dates for customers
- problem-solving skills to identify and resolve any cost discrepancies or mistakes in documents
- technology skills to use calculators, computers, software programs and printers for the preparation of documents.

Required knowledge

- different types of reservations and operations systems used to issue travel-related documents
- sources of information for:
 - customer details
 - supplier details
 - agent details
 - product information
 - product costs
 - document delivery details
- written use of the 24-hour clock and translation to 12-hour clock for customer use
- for the specific industry sector:
 - a range of documentation types and standard formats
- for the specific organisation:
 - negotiated supplier costs and contractual arrangements for payments
 - features of products sold
 - formats for and inclusions of customer, supplier and crew documents such as itineraries, vouchers, rooming lists
 - procedures and methods for paying suppliers.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- interpret and confirm customer and supplier information and accurately process a range of diverse travel and tourism product, service and operational documentation for multiple customer files
- integrate knowledge of products, costs and payment arrangements when developing documents
- complete documentation activities within commercial time constraints and deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated tourism, hospitality or event business operation or activity which processes travel-related documents
- a real or simulated office environment as defined in the Assessment Guidelines
- computers, printers and software programs currently used by the tourism, hospitality or event industries to administer travel and tourism documents
- customer and operational files providing reservation and operational information for issuing documentation
- current product information found within sales kits, brochures, timetables, tour schedules, product manuals, supplier information kits, information databases and CRS
- current template documents including itineraries and vouchers
- where assessment covers air documents and tickets:
 - current airline, consolidator and International Air Transport Association (IATA) documentation or computer data such as schedules, tariffs and bulletins outlining rules, conditions and regulations
 - the full range of IATA actual or training facsimile air documentation.

Method of assessment

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

- activities that allow assessment of the individual's ability to issue different types of documents for different operational circumstances and for varying customer requirements
- review of documents processed by the individual:
 - air tickets
 - confirmation letters
 - operational itineraries for crew
 - passenger itineraries
 - travel vouchers
 - sales returns
- written or oral questioning to assess knowledge of:
 - operational details of tourism products and services
 - product costs
 - supplier payment arrangements
 - the 24-hour clock and translation to 12-hour clock
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITTTSL304 Prepare quotations
- SITTTSL306 Book supplier services
- SITTTSL308 Use a computerised reservations or operations system
- SITTTSL309 Source airfares for domestic flights
- SITTTSL310 Construct normal international airfares
- SITTTSL311 Construct promotional international airfares
- SITTTSL312 Construct advanced international airfares.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

- Documents*** may be produced:
- manually
 - using a computer.
- Reservation data*** for the customer may be:
- a computer file
 - a manual file.
- Customer details*** may include:
- address for delivery of documents
 - age
 - agent details
 - date required for delivery of documents
 - name
 - special requirements to be noted on documents.
- Products and services*** may be:
- domestic
 - international.
- Sources of general information*** may include:
- air travel information such as:
 - airline schedules and timetables
 - airline fare manuals
 - tariffs from airlines
 - tariffs from consolidators
 - special bulletins issued by airlines and consolidators
 - brochures
 - centralised reservations systems (CRS)
 - global distribution systems (GDS)
 - contracts with suppliers
 - database of product suppliers and their details
 - Internet sites
 - price schedules
 - timetables
 - visa guides.
- Documentation*** may include:
- air travel documents such as e-tickets, Multi-Purpose Documents (MPD), Credit Card Charge Forms (CCCF) and exchange tickets
 - briefing notes for crew
 - bus, coach or other form of transportation tickets
 - commission vouchers
 - confirmation letters

- delegate information packs
- letter of commission disclosure
- letters advising sources of information relating to health, safety and regulatory issues for the customer's attention
- letters outlining terms, conditions and liability restrictions
- meeting or event confirmation letters
- operational itineraries for crew
- passenger itineraries
- passenger lists
- product disclosure statements
- rooming lists
- sales returns
- travel insurance documentation
- travellers cheque requests
- visa and passport forms
- vouchers for any tourism product or service:
 - accommodation
 - attraction or theme park entry
 - car and motor home hire
 - cruises
 - tours
- paper-based or electronically transmitted materials
- documents for:
 - a single product or service
 - conferences
 - groups
 - guests or delegates
 - incentive tours
 - inclusive tours or optional tours
 - individuals
 - meetings
 - multiple products and services making up a complete itinerary
 - one-off touring arrangements
 - series tours.

Action supplier payments may involve:

- issuing a Miscellaneous Charges Order (MCO)
- requesting payment from the accounts department, e.g. cheque requisition or purchase order
- self-administering the payment
- sending payment by cheque or electronic transmission.

Copies of documents may

- for the:

be:

- accounts department
- file
- operational personnel involved in the delivery of a tour, e.g. tour guide and driver
- supplier of the service
- paper-based or electronically transmitted materials.

Unit Sector(s)

Tourism

Competency Field

Tourism Sales and Operations