



Australian Government

SITTTSL309 Source airfares for domestic flights

Release 1

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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	<p>N</p> <p>Replaces but is not equivalent to SITTTSL012B Construct domestic airfares.</p> <p>Title changed to better reflect the intent and content of the unit . Significant changes to Elements, Performance Criteria and Required Knowledge to refocus the unit from calculating airfares to quoting on set fares. Unit now better describes current industry practice. International Air Transport Association (IATA) references amended for accuracy.</p>

Unit Descriptor

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

Application of the Unit

This unit applies to tourism industry organisations that sell domestic airfares; mainly retail travel agencies, tour wholesalers and consolidators.

The unit applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes retail travel consultants and managers, corporate consultants, ticketing consultants, consolidator ticketing officers, reservations and operations consultants.

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.

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|--|---|
| 1. Interpret domestic airfare information. | 1.1 Identify and access <i>sources of fare information</i> .
1.2 Interpret <i>information on domestic flights, fares and conditions</i> applicable to specific fares. |
| 2. Create domestic flight itineraries and source airfares. | 2.1 Identify domestic flight options to meet customer needs.
2.2 Create itineraries and source airfares for direct and connecting domestic flights.
2.3 Source costs for promotional and sector fares.
2.4 Identify costs of <i>concession fares</i> .
2.5 Calculate <i>taxes and fees and surcharges</i> .
2.6 Check calculations for accuracy.
2.7 Compare domestic airfares and quote optimum airfare that meets customer needs. |
| 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. |

Required Skills and Knowledge

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

Required skills

- literacy skills to:
 - read and interpret complex flight schedules, airline and consolidator fare schedules and applicable conditions
 - research and sort relevant airfare information
 - write records of fare calculations
- numeracy skills to:
 - interpret airfare details
 - calculate taxes, fees, surcharges and the total airfare cost
 - compare costs to select the optimum airfare for customers
- planning and organising skills to prepare fare quotations in correct customer file sequence according to the earliest departure dates for customers
- problem-solving skills to identify and resolve mistakes in calculations
- technology skills to use calculators, computers, software programs and printers for the preparation of airfare calculations.

Required knowledge

- sources of information on domestic flights and fares including information on:
 - airline codes
 - airport codes
 - concession fares
 - direct and connecting services
 - fare conditions
 - Minimum Connecting Times (MCT)
 - normal fares
 - payment and ticketing deadline
 - promotional fares currently available
 - published fare types and classes
 - taxes, fees and surcharges
- the content and format of information provided by airlines and consolidators including:
 - fare schedules
 - flight schedules
 - published fares
 - special bulletins
 - websites
- encoding and decoding of domestic airport and airline codes
- a range of formats to calculate and record airfares.

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:

- source multiple and diverse airfares for domestic air travel to meet to meet varying customer requirements
- interpret information on domestic flights, fares and conditions applicable to specific fares
- demonstrate knowledge of:
 - adlines sources of information on domestic flights and fares
 - the content and format of information provided by airlines and consolidators
 - encoding and decoding of domestic airport and airline codes
- provide domestic airfare quotes 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 business operation or activity which sells domestic airfares
- a real or simulated tourism industry environment; for example:
 - a reservations area or call centre
 - a retail shopfront or mobile sales situation for the retail travel sector
 - an office environment as defined in the Assessment Guidelines
- computers, software programs, printers, and reservations and operations programs currently used in the tourism industry to facilitate domestic airfare quotes
- current airline, and consolidator documentation or computer data such as published fares, schedules and bulletins outlining fares and, conditions.

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 source and quote on domestic airfares for different routes and to meet varying customer requirements

- review of fare calculation worksheets completed by the individual
- written or oral questioning to assess knowledge of:
 - sources of information on domestic flights and fares
 - the content and format of information provided by airlines and consolidators
 - encoding and decoding of domestic airport and airline codes
- 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:

- SITTTSL303 Sell tourism products and services
- SITTTSL304 Prepare quotations
- SITTTSL307 Process travel-related documentation.

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.

Sources of fare information may include:

- computerised reservations system (CRS)
- information from airlines and consolidators:
 - fare references
 - fare sheets
 - fare schedules
 - flight schedules
 - published fares
 - special bulletins
 - tariffs
 - websites
- global distribution system (GDS)
- the Internet.

Information on domestic flights, fares includes:

- airline codes
- airport codes
- concession fares
- direct and connecting services
- MCT
- normal fares
- payment and ticketing deadline
- promotional fares
- published fare types and classes
- taxes, fees and surcharges.

Conditions may include:

- amendment fees
- availability of:
 - any type of change to the air itinerary
 - changes to class of travel
- baggage allowance
- cancellation charges
- excess baggage charges
- extensions to ticketing deadline
- payment deadline
- restricted articles in baggage
- ticketing deadline
- time limits for Passenger Name Records (PNRs).

Concession fares may include those for:

- carers
- children
- groups
- infants
- military personnel
- pensioners
- seamen
- students.

Taxes may include:

- airport tax
- fuel surcharge
- GST
- head tax
- noise tax.

Fees and surcharges may include:

- air itinerary preparation fee
- communication fee
- courier fee
- credit card fee
- flight fuel emissions offset fee ("flying carbon neutral")
- loyalty program (e.g. frequent flyer) redemption fee
- prepaid baggage charges
- prepaid in-flight meals
- service fee
- transaction fee.

Unit Sector(s)

Tourism

Competency Field

Tourism Sales and Operations