



Australian Government

Department of Education, Employment and Workplace Relations

TLIQ1307B Advise on and construct fares for customers

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to advise on and construct fares for customers in accordance with regulatory and workplace requirements, including advising on air, coach, ferry, tram, bus and rail fares; constructing fares and itineraries; and issuing documents.

Application of the Unit

Work must be carried out in accordance with workplace requirements and Australian and international tourist industry regulations.

Work is performed individually, but skills are required to work within a team environment. It involves the application of regulatory requirements and workplace procedures when advising on and constructing fares for customers in the transport and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 competency is packaged will assist in identifying employability skill 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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Advise on fares	<p>1.1 Transport provider information is correctly interpreted to provide accurate information on fare details and conditions</p> <p>1.2 Customers are clearly advised on features of the fares most appropriate to their needs</p> <p>1.3 Accurate fare quotations are provided to customers according to workplace policy and guidelines</p>
2 Construct fares and itineraries	<p>2.1 Fares are accurately constructed using standard industry techniques, providing the best fare and maximum travel benefits for the customer</p> <p>2.2 Appropriate travel schedules are used to create the optimum itinerary for customers</p>
3 Issue documents	<p>3.1 Documents are correctly issued with all details accurately recorded according to workplace and regulatory requirements</p> <p>3.2 Coupons/tickets are processed in accordance with workplace and industry guidelines</p> <p>3.3 Refunds are processed where required in accordance with workplace and industry guidelines</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Regulations and codes of practice relevant to advising on and constructing fares for customers including trade practice and consumer protection requirements

Relevant OH&S procedures and guidelines

Workplace procedures and policies for advising on and constructing fares for customers

International and Australian tourism and transport industry policies and regulations

Workplace travel products and services

Applicable insurance and public liability

Relevant consumer law and trade practice requirements

International regulations affecting Australian tourism operations

Air, coach, ferry, tram and rail fare structures and schedules

Procedures for quotation development

Applicable health regulations

Information on agents commissions

Equipment, and materials used when advising on and constructing fares for customers, and precautions and procedures that should be followed in their use

Problems that may occur when advising on and constructing fares for customers, and appropriate action that can be taken to resolve the problems

Documentation and record requirements

Communication and negotiation requirements when advising on and constructing fares for customers

Required skills:

Communicate and negotiate effectively with others when advising on and constructing fares for customers

Read and interpret instructions, procedures and information relevant to advising on and constructing fares for customers

Interpret and follow operational instructions and prioritise work

Complete documentation related to advising on and constructing fares for customers including the preparation of travel documentation

Work collaboratively with others when advising on and constructing fares for customers

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when advising on and constructing fares for customers in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail

Carry out sales and refund procedures

Design and construct itineraries

Construct fares

Process coupons

Carry out research and analysis relevant to advising on and constructing fares for customers

Select and use relevant office and communications equipment and materials when advising on and constructing fares for customers

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

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

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

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

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.

Work may be conducted:	in a range of work environments
Fares/itineraries to be constructed may include:	air bus coach ferry rail tram combinations
In providing advice to suit the needs of the customer the following types of fares must be considered:	published fares constructed fares net fares promotional fares
Information used when advising on and constructing fares for customers may include:	market trend information customer requirements regarding tour packages agency and outlet agreements workplace budget and business objectives information
Travel documentation may include:	tickets pre-paid ticket advice miscellaneous charge orders credit card charge forms
All documentation issued must be in accordance with:	International Air Transport Association/Domestic Agency Program Australia and Australian transport regulations
Transport provider information includes:	air, coach, rail, ferry guides fare manuals

	computerised data
	general travel information
Document details include:	tickets
	miscellaneous charge orders
	pre-paid ticket advice
	credit card charge forms
Consultative processes may involve:	customers and potential customers
	other workplace personnel
	supervisors and managers
	representatives of other transport agencies and organisations
	official representatives
Communication in the work area may include:	phone
	fax
	email/internet
	electronic data interchange (EDI)
	face-to-face communication and memos
	signed communications and forms
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	workplace procedures and policies for advising on and constructing fares for customers
	work instructions, job description and induction materials
	air, coach, rail, ferry guides, fare manuals, computerised data and general travel information
	travel documentation
	information related to advertising and promotional activities within the industry
	tickets, miscellaneous charge orders, pre-paid ticket advice and credit card charge

forms

manufacturers specifications for office and communications equipment and materials

relevant OH&S requirements and policies

relevant codes of practice and regulations including trade practice and consumer protection regulations

award, enterprise bargaining agreement and other industrial arrangements

customer service and quality assurance procedures

emergency procedures

Applicable regulations and legislation may include:

relevant codes and regulations pertaining to advising on and constructing fares for customers, including trade practice and consumer protection requirements

relevant state/territory OH&S legislation

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

Q - Financial Management