



Australian Government

Department of Education, Employment and Workplace Relations

TLIP3034A Advise on and construct fares for customers

Release: 1

TLIP3034A Advise on and construct fares for customers

Modification History

Not Applicable

Unit Descriptor

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. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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

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

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

REQUIRED KNOWLEDGE AND SKILLS

- 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

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/or 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 equipment, and
 - 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 activities in an appropriately simulated environment 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

RANGE STATEMENT

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

Competency Field

P - Administration and Finance