



Australian Government

SITTTSL009 Process travel-related documentation

Release: 1

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Modification History

Not applicable.

Application

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.

The product can include any international or domestic product sold by any tourism, travel, 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.

The unit applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel 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 entry-level documentation officers who may require more supervision.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Interpret information required

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1. Identify deadline for preparing and issuing

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

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
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|------------------------------------|--|
| Reading skills to: | <ul style="list-style-type: none">• interpret customer reservation and operational data, and complex itineraries and product information. |
| Writing skills to: | <ul style="list-style-type: none">• record accurate and clearly expressed travel-related documents. |
| Oral communication skills to: | <ul style="list-style-type: none">• discuss customer data and cost discrepancies with colleagues or supervisors. |
| Numeracy skills to: | <ul style="list-style-type: none">• calculate costs quoted to the customer• use the 24-hour clock in a written context and then translate it to the 12-hour clock for customer use• issue documents with correct monetary value. |
| Planning and organising skills to: | <ul style="list-style-type: none">• prepare and issue documents in correct customer file sequence according to the earliest service dates for customers. |
| Technology skills to: | <ul style="list-style-type: none">• use calculators, computers, software programs and printers when preparing documents. |

Unit Mapping Information

SITTTSL307 Process travel-related documentation

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITTTSL009 Process travel-related documentation

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- interpret and confirm reservation data for at least three different confirmed customer bookings, including at least one international and one domestic booking
- for each of the above customer bookings, accurately process both paper-based and electronically transmitted documentation as applicable relating to a travel and tourism product or service, using at least three types of documentation as specified in the knowledge evidence
- complete activities within commercial time constraints and deadlines determined by the customer or the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- different types of reservations and operations systems used to issue above travel-related documentation
- sources of general information:
 - air travel information:
 - airline schedules and timetables
 - airline fare manuals
 - tariffs from airlines
 - tariffs from consolidators
 - special bulletins issued by airlines and consolidators
 - brochures
 - computerised reservations systems (CRS)
 - global distribution systems (GDS)
 - contracts with suppliers
 - database of product suppliers and their details
 - internet sites
 - price schedules
 - timetables
 - visa guides

- sources of information for:
 - customer details
 - supplier details
 - agent details
 - product information
 - product costs
 - document delivery details
- customer details required for processing travel-related documentation:
 - address for delivery of documents
 - age
 - agent details
 - date required for delivery of documents
 - name
 - special requirements to be noted on documents
- types of documentation:
 - air travel documents:
 - e-tickets
 - multi-purpose documents (MPD)
 - credit card charge forms (CCCF)
 - 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
 - traveller's cheque requests
 - visa and passport forms
 - vouchers for tourism products or services

- specific industry sector:
 - documentation types and standard formats
- documentation requirements for:
 - conferences
 - groups
 - guests or delegates
 - incentive tours
 - inclusive tours or optional tours
 - individual customers
 - meetings
 - multiple products and services making up a complete itinerary
 - one-off touring arrangements
 - series tours
 - single product or service
- specific organisation:
 - negotiated supplier costs and contractual arrangements for payments
 - features of products sold
 - formats and inclusions used in customer, supplier and crew documents, vouchers, and rooming lists
 - procedures and methods for paying suppliers
- processes involved in actioning supplier payments:
 - issuing an electronic miscellaneous document (EMD)
 - requesting payment from the accounts department
 - self-administering the payment
 - sending payment by cheque or electronic transmission.

Assessment Conditions

Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that processes travel-related documents. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- customer and operational files providing reservation and operational information for issuing documentation
- computers, printers and software programs currently used by the tourism, hospitality or event industries to administer travel and tourism documents
- current product information found in sales kits, brochures, timetables, tour schedules, product manuals, supplier information kits, information databases and CRS

- current template documents for each of the documents listed in the knowledge evidence
- where assessment covers air documents and tickets:
 - current airline, consolidator and International Air Transport Association (IATA) documentation or computer data, tariffs and bulletins outlining rules, conditions and regulations
 - IATA actual or training facsimile air documentation
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

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