



Australian Government

SITTTSL011 Source airfares for domestic flights

Release: 1

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Modification History

Not applicable.

Application

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.

The unit applies to tourism and travel industry organisations that sell domestic airfares such as travel agencies, tour wholesalers and consolidators.

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

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 domestic airfare information.
2. Create domestic flight itineraries and airfares.

PERFORMANCE CRITERIA

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

- 1.1. Identify and access sources of fare information.
- 1.2. Interpret information on domestic flights, fares and conditions applicable to specific fares.
- 2.1. Identify domestic flight options to meet customer needs.

- 2.2.Create flight itineraries and source airfares for direct and connecting domestic flights.
 - 2.3.Source costs for promotional and sector fares.
 - 2.4.Identify costs of concession fares.
 - 2.5.Calculate taxes, fees and surcharges.
 - 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.

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
Reading skills to:	- interpret complex flight schedules, airline and consolidator fare schedules and applicable conditions - research and sort relevant airfare information.
Writing skills to:	record accurate and legible records of fare calculations.
Numeracy skills to:	- enter data from a number of sources and complete calculations and checks with that data - identify and resolve mistakes in calculations.
Planning and organising skills to:	prepare fare quotations in correct customer file sequence according to the earliest departure dates for customers.
Technology skills to:	- use appropriate technological devices to interpret the outcomes and cost optimum airfares for customers - use calculators, computers, software programs and printers when preparing airfare calculations.

Unit Mapping Information

SITTTSL309 Source airfares for domestic flights

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 SITTTSL011 Source airfares for domestic flights

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:

- source domestic airfares to meet the requirements of five different customers
- source information for the above airfares using at least three of the following sources:
 - computerised reservations system (CRS)
 - global distribution system (GDS)
 - information from airlines and consolidators
 - the internet
- interpret and explain to each of the above customers:
 - flight information
 - fare options
 - conditions applicable to specific fares
- create flight itineraries for each of the above customers
- 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:

- sources of information for:
 - domestic flight schedules:
 - direct and connecting services
 - minimum connecting times (MCT)
 - airline codes
 - airport codes
 - domestic fares:
 - published fare types and classes
 - normal fares
 - concession fares
 - promotional fares currently available
 - fare conditions

- payment and ticketing deadline
- taxes, fees and surcharges
- domestic airfare conditions:
 - amendment fees
 - availability of:
 - any type of change to the air itinerary
 - changes to class of travel
 - change to name on ticket
 - refunds or credit notes in the event of cancellation
 - 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)
- content and format of information provided by airlines and consolidators:
 - fare schedules
 - flight schedules
 - published fares
 - special bulletins
 - websites
- formats used to calculate and record airfares.

Assessment Conditions

Skills must be demonstrated in a tourism or travel business operation or activity that sells domestic airfares. This can be:

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

Assessment must ensure access to:

- computers, software programs, printers, and CRS currently used in the tourism or travel industry to facilitate domestic airfare quotes
- current airline and consolidator documentation or computer data, published fares, schedules and bulletins outlining fares and conditions
- internet and email
- storage for computer data
- telephone

- 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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