



Australian Government

SITTTSL012 Construct normal international airfares

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 construct normal international airfares. It requires the ability to interpret flight information and conditions applicable to specific fares and to construct airfares that meet customer needs according to International Air Transport Association (IATA) regulations.

The unit applies to tourism or travel industry organisations that sell international airfares such as travel agencies, tour wholesalers, airlines 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, airline and 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 international airfare information.
2. Create international 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 international flights, fares, fare rules and conditions applicable to specific fares.
- 2.1. Configure flight itineraries for direct and connecting international flights.

- 2.2. Calculate and check international fares according to IATA regulations.
- 2.3. Calculate sector fares and those with intermediate points.
- 2.4. Calculate concession fares.
- 2.5. Calculate taxes, fees and surcharges.
- 2.6. Create the optimum airfare that meets customer needs.
- 2.7. Check the airfare calculations for accuracy and compliance with applicable conditions.
- 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, applicable conditions and IATA regulations - research and sort relevant airfare information.
Writing skills to:	record accurate and legible fare calculations.
Numeracy skills to:	- enter data from a number of sources and complete complex calculations and checks with that data - identify and resolve mistakes in calculations and non-compliance with fare rules.
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 cost optimum airfares for customers - use calculators, computers, software programs and printers when preparing airfare calculations.

Unit Mapping Information

SITTTSL310 Construct normal international airfares

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 SITTTSL012 Construct normal international airfares

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:

- create practical air itineraries and construct normal international airfares to meet the requirements of five different customers, including:
 - at least one adult and one child airfare
 - at least one airfare for travel to each of the following destinations:
 - New Zealand
 - USA/Canada
 - Europe
 - Asia
 - Africa
 - South West Pacific
 - South America
- source information for the above itineraries and airfares using each of the following at least once across the above customers:
 - computerised reservations system (CRS)
 - global distribution system (GDS)
 - information from airlines and consolidators
 - the internet
- demonstrate correct application of the following types of calculations and checks in constructing each of the above airfares:
 - global indicators (GI)
 - local currency fares (LCF)
 - mileage system:
 - maximum permitted mileages (MPMs)
 - ticketed point mileages (TPMs)
 - extra mileage allowance (EMA)
 - excess mileage surcharges (EMS)
 - neutral units of construction or currency (NUC) conversion
- interpret and document for each of the above customers:
 - information on international fares, fare rules, conditions applicable to specific fares, and International Air Transport Association (IATA) regulations

- 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:
 - international flights:
 - route maps
 - direct and connecting services
 - minimum connecting times (MCT)
 - airline codes
 - airport codes
 - international fares:
 - published fare types and classes
 - normal fares
 - carrier fares with carrier-based routings
 - fare conditions
 - fare rules
 - global indicators
 - IATA areas
 - IATA regulations
 - IATA terminology and definitions
 - international airline terminology
 - payment and ticketing deadline
 - taxes, fees and surcharges
- international fare 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
- key elements of and procedures for international fare calculations and checks involving:
 - identifying fare basis code and fare type code
 - GI
 - LCF
 - mileage system:
 - MPMs
 - TPMs
 - EMA
 - EMS
 - NUC conversion
 - re-routing
- formats used to calculate and record international airfares:
 - the ladder and linear fare calculation methods.

Assessment Conditions

Skills must be demonstrated in a tourism or travel business operation or activity that sells international 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 international airfare calculations
- current airline, consolidator and IATA documentation or computer data, published fares, schedules and bulletins outlining fares, rules, conditions and regulations
- 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.

Links

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