



Australian Government

SITTTSL014 Construct advanced 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 complex fares using advanced international airfare rules and procedures. 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 and 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

SITTTSL012 Construct normal international airfares

Competency Field

Tourism Sales and Operations

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Create complex international flight itineraries and airfares.

PERFORMANCE CRITERIA

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

- 1.1. Configure flight itineraries and apply minimum fare checks to appropriate itineraries.
- 1.2. Calculate and check complex international fares according to IATA regulations.

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| | 1.3.Calculate through fares, incorporating add-ons and those with intermediate points. |
| | 1.4.Calculate taxes, fees and surcharges for all itineraries. |
| | 1.5.Calculate pre-paid ticket advice for journeys commencing outside the country of sale according to IATA regulations. |
| 2. Construct mixed class fares. | 2.1.Identify options where mixed class combinations are allowed and appropriate to meet customer needs. |
| | 2.2.Calculate mixed class fares according to IATA regulations. |
| 3. Apply indirect travel limitation rules. | 3.1.Accurately calculate sector journeys and side trips according to IATA regulations. |
| 4. Construct fares incorporating add ons. | 4.1.Correctly interpret add-on tables. |
| | 4.2.Calculate through fares, incorporating add-ons according to IATA regulations. |
| 5. Construct round the world journeys. | 5.1.Identify situations where round the world fares are appropriate to meet customer needs. |
| | 5.2.Accurately calculate round the world fares according to IATA regulations. |
| 6. Construct fares for open jaw journeys. | 6.1.Identify options where open jaw journeys are allowed and appropriate to meet customer needs. |
| | 6.2.Accurately calculate round, circle and open jaw fares according to IATA regulations. |
| 7. Apply the pricing unit concept. | 7.1.Divide a single or return fare journey into separate pricing units. |
| | 7.2.Calculate the lowest combination of fares for a series of pricing units. |
| 8. Document and maintain records of calculations. | 8.1.Record full details of the calculated airfares. |
| | 8.2.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

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| Reading skills to: | <ul style="list-style-type: none"> interpret complex flight schedules, airline and consolidator fare schedules, applicable conditions and IATA regulations research and sort relevant airfare information. |
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- 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 interpret the outcomes and cost optimum airfares for customers
 - use calculators, computers, software programs and printers when preparing airfare calculations.

Unit Mapping Information

SITTTSL312 Construct advanced 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 SITTTSL014 Construct advanced 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 complex international airfares to meet the requirements of eight 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 eight customers:
 - computerised reservations system (CRS)
 - global distribution system (GDS)
 - information from airlines and consolidators
 - internet
- demonstrate the correct application of the following types of calculations and checks in constructing each of the above airfares:
 - global indicators (GI)
 - local currency fares (LCF)
 - lowest combination principle (LCP)
 - 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
 - concession 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 advanced fare calculations and checks involving:
 - compliance with indirect travel limitations rule
 - GI
 - identifying fare basis code and fare type code
 - journeys commencing outside the country of sale
 - LCP
 - LCF
 - mileage system:
 - EMS
 - EMA
 - MPMs
 - TPMs
 - NUC conversion
 - re-routing
- formats used to calculate and record advanced 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 complex 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 advanced 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.

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