



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>