



Australian Government

SITTTSL015 Administer billing and settlement plan

Release: 1

SITTTSL015 Administer billing and settlement plan

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to administer a billing and settlement plan (BSP) for any tourism or travel organisation involved in the sale, ticketing, reporting and remittance of airfares through International Air Transport Association (IATA) BSP. It requires the ability to use the BSPlink portal functionality to interface with airlines, verify the accuracy of reports, and submit disputes to correct errors.

The unit applies to tourism and travel industry organisations that sell and ticket airfares.

It applies to frontline sales and back office 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, reservations and operations consultants, and finance and accounting personnel.

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. Prepare for BSP reporting.
2. Perform BSP general transactions.

PERFORMANCE CRITERIA

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

- 1.1. Analyse basic standard traffic documents and reports, including common terms and abbreviations.
- 1.2. Set up user access and logins.
- 2.1. Undertake general transactions in line with BSP documentation procedures and agency timeframes.

- | | |
|---|---|
| | 2.2. Access and use BSPlink portal functionality in line with established procedures. |
| 3. Review and reconcile billing and settlement reports. | 3.1. Download agency billing analysis report and review report data.
3.2. Identify discrepancies between billing analysis report and agency back office sales report for the reporting period.
3.3. Action any discrepancies according to BSP procedures.
3.4. Reconcile agency billing analysis report with agency sales reports within BSP reporting calendar deadlines. |
| 4. Manage the remittance process. | 4.1. Lodge reports according to BSP procedures and deadlines.
4.2. Retain agency document copies while minimising use of printed materials and reducing waste.
4.3. Secure funds, process credit card payments and pay remittance amount as reported. |

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 BSP reports.
Numeracy skills to:	- interpret and reconcile data in downloaded billing and settlement reports to: - calculate gross and net ticket sales - calculate IATA payments and refunds - interpret complex reports.
Technology skills to:	use calculators, computers, accounting software programs and printers when preparing BSP reports.

Unit Mapping Information

SITTTSL313 Administer billing and settlement plan

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 SITTTSL015 Administer billing and settlement plan

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:

- download, interpret and reconcile the agency billing analysis report in electronic or printed format over three reporting periods for each of the following:
 - domestic travel
 - international travel
- cover the full range of billing and settlement plan (BSP) reporting procedures and requirements for above BSP activities
- complete BSP activities within agency time constraints and required reporting deadlines determined by the International Air Transport Association (IATA).

Knowledge Evidence

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

- role of IATA in billing and settlement plan
- IATA agency accreditation requirements
- IATA agency program and resolutions
- benefits of the BSP for IATA-accredited agents
- sources of BSP information and documents:
 - BSPlink
 - IATA newsletter communiqués and memorandums
- basic standard traffic documents and reports:
 - BSP process documentation
 - associated IATA resolutions
 - BSP reporting calendar
- BSPlink portal functionality:
 - managing user access
 - establishing agency groups
 - verifying ticketing authority
 - retrieving agency credit and debit memorandums
- contents and procedures for using BSP for:
 - agency billing analysis and sales reports

- billing statements
- agency debit and credit memos
- credit card charge forms
- refund applications and notices
- BSP process flow
- BSP procedures for actioning discrepancies in billing and settlement reports
- sales and transaction reporting procedures and requirements for the IATA data processing centre
- BSP reporting timeframes
- airfare pricing and ticketing procedures.

Assessment Conditions

Skills must be demonstrated in a tourism or travel business operation or activity that is IATA accredited to sell and ticket airfares and undertakes BSP reporting. This can be:

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

Assessment must ensure access to:

- computers and software programs currently used in the tourism or travel industry to control the administration of billing and settlement plans
- current actual or training facsimile IATA BSP documentation, and agency billing analysis reports
- internet and email
- printers and scanners
- storage for computer data.

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

Companion Volume implementation guides are found in VETNet -

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