



Australian Government

Assessment Requirements for SITTTVL008

Source airfares and issue tickets for domestic flights

Release: 1

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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 across the above customers:
 - 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 and issue tickets
- process a ticket re-issue for one of the above customers
- process a cancellation for one of the above customers, including processing a refund or credit as required
- complete above 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:
 - normal fares

- concession fares
- child and infant fares
- corporate fares
- promotional fares
- payment and ticketing deadline
- taxes, fees and surcharges
- domestic airfare conditions:
 - amendment fees
 - availability of:
 - changes 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
 - seating charges
 - ticketing deadline
 - time limits for passenger name records (PNRs)
- difference between GDS fares and New Distribution Capability (NDC) fares
- conditions and processes for booking NDC fares
- content and format of information provided by airlines and consolidators:
 - fare schedules
 - flight schedules
 - special bulletins
 - websites
- formats used to calculate and record airfares
- processes for issuing domestic air tickets
- processes for re-issue and cancellation of tickets
- processes for issuing refunds or credits.

Assessment Conditions

Skills must be demonstrated in a safe environment, incorporating the use of industry-realistic simulations and scenarios where required.

Assessment must ensure access to:

- computers, software programs or CRS currently used in the travel industry

- current airline and consolidator documentation or computer data, published fares, schedules and bulletins outlining fares and conditions
- internet
- 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

Companion Volume implementation guides are found in VETNet -

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