



Australian Government

SITTTVL008 Source airfares and issue tickets for domestic flights

Release: 1

SITTTVL008 Source airfares and issue tickets for domestic flights

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to create flight itineraries, source airfares for domestic air travel, issue tickets and process re-issues or cancellations. It requires the ability to interpret flight information and conditions applicable to specific fares and to quote on airfares that meet customer needs.

The unit applies to travel industry organisations that sell domestic airfares such as travel agencies, tour wholesalers 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, ticketing consultants, consolidator ticketing officers, reservations sales agents and owner-operators of small travel organisations.

The skills in this unit of competency must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Travel

Unit Sector

Tourism

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Interpret domestic airfare information.

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 domestic flights, fares and conditions applicable to specific fares.

- | | |
|---|--|
| 2. Create domestic flight itineraries, source airfares and issue tickets. | 2.1. Identify domestic flight options to meet customer needs.
2.2. Create flight itineraries and source airfares for direct and connecting domestic flights.
2.3. Source costs for airfares to meet customer needs.
2.4. Calculate taxes, fees and surcharges.
2.5. Check calculations for accuracy.
2.6. Compare domestic airfares and quote optimum airfare that meets customer needs.
2.7. Issue ticket according to customer requirements. |
| 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. |
| 4. Process ticket re-issues and cancellations. | 4.1. Confirm changed customer requirements.
4.2. Check fare conditions and advise customer.
4.3. Confirm client wishes to proceed with change.
4.4. Re-issue or cancel ticket according to customer requirements in accordance with fare conditions.
4.5. Issue applicable refund or airline credit according to airline conditions. |

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 and applicable conditions.
Writing skills to:	record accurate and legible records of fare calculations.
Numeracy skills to:	enter data from a number of sources and complete calculations and checks with that data.
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

Supersedes and is not equivalent to SITTTSL011 Source airfares for domestic flights.

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 SITTTVL008 Source airfares and issue tickets for domestic flights

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>