



Australian Government

Department of Education, Employment and Workplace Relations

SITTTSL009A Process travel-related documentation

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to process a range of travel documentation commonly used or issued within the tourism industry. It requires the ability to identify and interpret all documentation requirements and to prepare and despatch documents within designated deadlines.

Travel-related documents can include air tickets. In most States and Territories, organisations that issue air tickets must meet the requirements of relevant state or territory Department or Office of Fair Trading which, in most cases, requires the tourism organisation to hold a travel agents licence. In many cases managers must have formally achieved competence in constructing and ticketing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

This unit describes a key operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. It applies to all organisations where travel and tourism documents are issued to customers or tour delivery staff. Documentation can be administered using a computerised or manual system.

The unit applies to frontline operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, tour desk officers and operations coordinators. Some larger organisations such as tour wholesalers support a documentation department staffed by industry entry-level documentation officers or clerks who may require more supervision.

The range of products and services and complexity of documents will vary according to the industry sector. Because of the broad industry application of this unit, it is critical that assessment is contextualised to meet the requirements of the specific industry sector, local tourism industry operations and the particular needs of the job role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

This unit must be assessed after the following prerequisite unit:
SITTTSL002A Access and interpret product information.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Interpret information required for processing of documentation.	1.1 Identify deadline for preparation and despatch of documents. 1.2 Interpret existing reservation data held for the customer to identify all customer details correctly. 1.3 Identify and interpret details of specific products and services that have been sold and confirmed to the customer and check prices quoted. 1.4 Identify confirmed bookings held for customers and costs quoted by product and service suppliers. 1.5 Identify sources of general information required to issue all necessary documents. 1.6 Check payment status and take appropriate action. 1.7 Check for and report any discrepancies in costs quoted to the customer and actual cost of services and take any follow-up action required to collect shortfall.

- 1.8 Identify any operational documents required by personnel involved in delivering the tourism product.
- 2 Process documentation.
 - 2.1 Prepare complete and accurate **documentation** within designated timeframes.
 - 2.2 Record required details on documentation with accuracy and according to the conditions applicable to the product.
 - 2.3 Make appropriate calculations and record any required costs within documents.
 - 2.4 **Action payment required by the supplier** at the appropriate time according to organisation procedures.
 - 2.5 Check all documentation for accuracy prior to issue and amend as necessary.
 - 2.6 Process, file and despatch **copies of documents** according to organisation and supplier procedures and requirements.
 - 2.7 Despatch documents according to customer and organisation requirements.
 - 2.8 Reissue documentation where appropriate and process any required refunds or additional payments required according to conditions applicable to the product.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

interpretation of customer and operational requirements

interpretation of quotations previously supplied to customer

literacy skills to read and interpret reservation and operational data, read and interpret complex itineraries and product information, and prepare accurate and clearly expressed travel-related documents

numeracy skills to calculate costs quoted to the customer, check payment status of customer files and issue documents with correct monetary value.

The following knowledge must be assessed as part of this unit:

procedures and principles underpinning the processing of documentation

documentation types and standard formats used in the tourism industry

basic product knowledge appropriate to the specific industry sector

relationships between different sectors of the tourism industry in relation to requirements for and acceptance of tourism documentation

basic understanding of the negotiated costs, contractual arrangements and preferred supplier arrangements in place.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

ability to interpret and confirm the customer's requirements

ability to identify any documents required by operational or delivery personnel

ability to process and issue accurate tourism documentation

ability to process a range of different tourism product, service or operational documentation for multiple customer, tour or event files and ideally as a component of integrated work activity

understanding of the principles that apply to the processing of any type of documentation

project or work activities that show the candidates' ability to process tourism documentation within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes

issuing of documentation within typical workplace time constraints and the deadlines determined by the customer and the organisation.

Context of and specific resources for assessment

Assessment must ensure:

demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs, publications and software programs currently used in the tourism industry to control documentation functions **or** demonstration within the applicable sales environment for the sector e.g. a conference venue for the Events sector or touring environment for the Guiding and Tour Operations sectors

use of customer and operational file types showing reservations or operational data as the basis for the issuing of documentation

use of industry-current documents, such as itineraries, vouchers and confirmation letters

where assessment covers air documents and tickets, the use of industry-current airline or consolidator documentation, computer data, schedules, tariffs and bulletins outlining rules, conditions and regulations

for air tickets, the use of the full range of International Air Transport Association (IATA) actual or training facsimile air documentation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products, providing quotations and booking supplier services

review of documents processed by the candidate

case studies or project activities to assess candidate's ability to issue different types of documents in different operational circumstances and for varying customer requirements

written and oral questioning or interview to test knowledge of the principles underpinning the issuing of documentation, requirements for various types of documents and relationships between different sectors of the tourism industry

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTTSL008A Book and coordinate supplier services

SITTTSL010A Control reservations or operations using a computerised system

SITTTSL012B Construct domestic airfares

SITTTSL013B Construct normal international airfares

SITTTSL014B Construct promotional international airfares

SITTTSL015A Construct advanced international airfares.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Documents may be produced:

manually
using a computer.

Reservation data for the customer may be:

a computer file
a manual file.

Customer details may include:

name
age
special requirements to be noted on documents
agent's details
address for delivery of documents
date required for delivery of documents.

Products and services may be:

domestic
international.

Sources of general information required to issue all necessary documents may include:

timetables
brochures
price schedules
contracts with suppliers
centralised reservations system (CRS)
database of product suppliers and their details
internet sites
visa guides
air travel information such as:
airline schedules and timetables
airline fare manuals
tariffs from airlines
tariffs from consolidators
special bulletins issued by airlines and consolidators.

Documentation:

may include:

air travel documents such as e-tickets,
multi-purpose document (MPD), credit card
charge forms and exchange tickets

accommodation vouchers

bus, coach or other form of transportation
tickets

car hire and motor home vouchers

cruise vouchers

tour vouchers

vouchers for attraction or theme park entry

vouchers for any tourism product or service

meeting or event confirmation letters

delegate information packs

travel insurance documentation

confirmation letters

letters outlining terms, conditions and
liability restrictions

letters advising sources of information
relating to health, safety and regulatory
issues for the customer's attention

product disclosure statements

letter of commission disclosure

confirmation vouchers

commission vouchers

visa and passport forms

visas and passports

travellers cheque requests

passenger itineraries

operational itineraries for crew

briefing notes for crew

passenger lists

rooming lists

sales returns

may be produced for:

a single product or service
multiple products and services making up a complete itinerary
inclusive tours or optional tours
groups
individuals
guests or delegates
one-off touring arrangements
series tours
incentive tours
meetings
conferences.

Actioning payments required by the supplier may involve:

requesting payment from the accounts department, e.g. cheque requisition or purchase order
self-administering the payment:
issuing a miscellaneous charges order
sending payment by cheque or electronic transmission.

Copies of documents may be for:

file
accounts department
operational personnel involved in the delivery of a tour, e.g. tour guide and driver
supplier of the service.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations