



Australian Government

Department of Education, Employment and Workplace Relations

SITTTSL012B Construct domestic airfares

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to construct air itineraries and cost airfares correctly for domestic air travel. It requires the ability to interpret airfare information accurately and configure air itineraries that create optimum airfare costs. This unit does not include ticketing which is found in the unit SITTTSL009B Process travel-related documentation.

In most States and Territories, organisations that sell 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 agent's licence. In many cases managers must have formally achieved competence in constructing airfares through a registered training organisation that must use this unit as the basis for their training.

Application of the Unit

Application of the unit

This unit describes a key operational function for the sale of domestic airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism organisation must be accredited with the International Air Transport Association (IATA).

Fare construction would normally be managed within a computerised system but some small business operators may use a manual system.

The unit applies to frontline sales or 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, retail travel agency managers, corporate consultants, ticketing consultants, reservations and operations consultants.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills

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

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1 Interpret domestic airfare information. | 1.1 Identify and access <i>sources of fare information</i> .
1.2 Interpret <i>information on air itineraries</i> , fares and fare rules, including airport codes, airline codes, fare types and classes, normal fares, <i>concession fares</i> , promotional fares, <i>taxes</i> , general air travel rules and restrictions and <i>conditions applicable to specific fares</i> . |
| 2 Configure air itineraries and cost domestic airfares. | 2.1 <i>Configure air itineraries</i> to create optimum airfare cost.
2.2 <i>Configure domestic air itineraries and calculate domestic fare costs</i> accurately and according to enterprise procedures.
2.3 Calculate any additional taxes, <i>fees</i> and other charges.
2.4 Check the constructed airfare to ensure it has been costed accurately and complies with applicable conditions.
2.5 <i>Record</i> full details of the calculated fare. |
| 3 Minimise waste of printed materials. | 3.1 Minimise use of printed materials and maximise electronic fare calculation and filing of all records to reduce waste and negative environmental impacts. |

Required Skills and Knowledge

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 fare schedules and other airline or consolidator guidelines
- interpretation of rules and conditions applicable to fares
- interpretation of current airline and IATA regulations
- literacy skills to read and interpret complex airfare schedules, airline and IATA regulations, costings and applicable rules and conditions
- numeracy skills to perform complex airfare calculations.

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

- familiarity with content and format of text-based tariffs and supporting manuals or automated fare systems
- encoding and decoding of domestic airport and airline codes
- how to access information on different types of current fares and applicable rules and conditions, especially most popular and currently available promotional fares
- how to access information on current airline and IATA regulations.

Evidence Guide

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:

- knowledge of how to access information on the current range of domestic airfares and ability to interpret conditions applicable to specific fares
- knowledge of how to construct sector fares, promotional fares and fares incorporating non-stop, direct and connecting services
- ability to calculate airfares accurately and according to

EVIDENCE GUIDE

current airline and IATA regulations and conditions applicable to specific fares

- ability to calculate domestic airfares accurately in response to multiple customer requirements covering a range of different air routes
- completion of airfare calculations within typical workplace time constraints and deadlines determined by the customer or the organisation.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills using appropriate computers, printers, publications and reservations systems currently used in the tourism industry to assist with airfare calculations
- use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

EVIDENCE GUIDE

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 issuing documents
- fare construction activities and case studies to assess ability to construct and cost domestic airfares for different routes and to meet varying customer requirements
- review of fare calculation worksheets completed by the candidate
- written and oral questioning or interview to test knowledge of rules and conditions applicable to specific fares
- 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:

- SITTTSL005A Sell tourism products and services
- SITTTSL009B Process travel-related documentation.

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

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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.

Sources of fare information may include:

- airline guides
- airline schedules and timetables
- fare manuals
- computerised data
- centralised reservations system (CRS)
- global distribution system (GDS)
- tariffs from airlines
- tariffs from consolidators
- special bulletins issued by airlines and consolidators
- general information from airlines
- internet.

Information on air itineraries:

- non-stop services
- direct and connecting services
- minimum connecting times.

Concession fares may include those for:

- infants
- children
- students
- pensioners
- groups
- seamen
- carers
- military personnel.

Taxes may include:

- domestic head tax
- noise tax
- GST.

RANGE STATEMENT

- Conditions applicable to specific fares*** may include:
- payment deadline
 - ticketing deadline
 - extensions to ticketing deadline
 - cancellation charges
 - availability of any type of change to the air itinerary
 - availability of changes to class of travel
 - amendment fees
 - baggage allowance
 - excess baggage charges
 - restricted articles in baggage
 - time limits for passenger name records (PNRs).
- Configure air itineraries*** must ensure coverage of the following types of fares:
- sector fares
 - promotional fares
 - fares incorporating non-stop, direct and connecting services
 - fares incorporating airport and other taxes.
- Calculation of domestic fare costs*** may be completed:
- manually
 - using a computer.
- Fees*** may include:
- service fee
 - transaction fee
 - air itinerary preparation fee
 - loyalty program (e.g. frequent flyer) redemption fee
 - courier fee
 - credit card fee
 - communication fee
 - flight fuel emissions offset fee ("flying carbon neutral").
- Record of the calculated airfare*** may involve use of:
- paper-based or electronically filed materials
 - manual format
 - linear format.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Tourism Sales and Operations