



Australian Government

Department of Education, Employment and Workplace Relations

SITTTSL013A Construct normal international airfares

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to construct international air itineraries and cost normal international airfares. 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 SITTTSL009A Process travel-related documentation.

In most States and Territories, any organisation that sells 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 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 the sale of international airfares. It applies to tourism industry sectors and organisations where airfares are sold; mainly to retail travel agencies, tour wholesalers and consolidators. The tourism enterprise 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

Nil

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 international airfare information.	1.1 Identify and access sources of international fare information .
	1.2 Interpret information on international air itineraries, fares and fare rules .
2 Configure air itineraries and cost international airfares.	2.1 Configure air itineraries to create the optimum airfare cost accurately and according to IATA regulations.
	2.2 Configure international air itineraries and calculate international fare costs accurately and according to IATA regulations.
	2.3 Calculate any additional taxes , special fees and other charges.
	2.4 Check the constructed airfare to ensure it has been costed accurately and complies with applicable conditions.
3 Construct fares incorporating add-ons.	3.1 Correctly interpret add-on tables.
	3.2 Calculate through fares, incorporating add-ons and document according to IATA procedures.
	3.3 Record full details of the calculated international fares.

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 fare

interpretation of current airline and IATA regulations

literacy skills to read and interpret complex airfare schedules, airline and IATA regulations, costings and applicable general air travel rules and restrictions

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 airport and airline codes

how to access information on different types of current fares and the applicable rules and conditions

how to access information on current airline and IATA regulations

normal fare construction principles and procedures, including currency and neutral units of construction (NUA) conversion.

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 international airfares and ability to interpret the conditions applicable to specific fares

ability to calculate airfares accurately and according to current airline and IATA regulations and conditions applicable to specific fares

ability to create practical air itineraries in response to customer requirements

ability to calculate normal international 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, publications and reservations systems currently used in the tourism industry to assist with airfare quotations

use of industry-current documentation or computer data such as airline, IATA and consolidator schedules, tariffs and bulletins outlining fares, rules, conditions and regulations.

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 normal international 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 general air travel rules and restrictions applicable to normal international airfares

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

SITTTSL009A Process travel-related documentation

SITTTSL014B Construct promotional 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.

Sources of international 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 international air itineraries, fares and fare rules must include:

- airport codes
- airline codes
- fare types and classes
- IATA areas
- global indicators
- international airline terminology
- IATA terminology and definitions
- normal fares
- concession fares, which may include those for:
 - infants
 - children
 - students
 - pensioners
 - groups
 - seamen
 - carers
 - military personnel
- taxes and surcharges
- general air travel rules and restrictions, which may include:
 - payment deadline and 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.

Information on international air itineraries, fares and fare rules may include:

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

Configure air itineraries:

must include coverage of the following types of fares:

sector fares
fares incorporating open-dated travel and surface segments
fares incorporating non-stop, direct and connecting services
fares incorporating intermediate points
fares incorporating airport and other taxes

must include coverage of the following types of calculations and checks:

neutral units of construction (NUA)
local currency fares (LCF)
global indicators (GI)
mileage system:
maximum permitted mileages (MPMs)
ticketed point mileages (TPMs)
extra mileage allowance (EMA)
excess mileage surcharges (EMS)
higher intermediate points (HIPs)
one way backhaul checks (BHA)
circle trip minimum fare checks (CTM).

Calculation of international fare costs may be completed:

manually
using a computer.

Taxes may include:

domestic head tax
noise tax
fuel surcharge
Q surcharge.

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.

Record of calculated airfare may involve use of:
manual format
linear format.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations