



Australian Government

TLIP0002 Advise on and construct fares for customers

Release: 1

TLIP0002 Advise on and construct fares for customers

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to advise on and construct fares for customers in accordance with regulatory and workplace requirements.

It includes advising on air, coach, ferry, tram, bus and rail fares; constructing fares and itineraries; and issuing documents.

While work is performed individually, it will generally be undertaken within a team environment. It involves the application of tourist industry regulatory requirements and workplace procedures when advising on and constructing fares for customers in the transport and allied industries.

In providing advice to suit customer needs, the following types of fares must be considered:

- constructed fares
- net fares
- promotional fares
- published fares
- ticketing.

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

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Rail sector.

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Advise on ticketing and fares	1.1 Transport provider information is correctly interpreted to provide accurate information on fare details and conditions 1.2 Customers are clearly advised on features and costs of fares and/or ticketing most appropriate to their needs in accordance with workplace policy and procedures
2 Construct fares and itineraries or tickets	2.1 Fares are accurately constructed using standard industry techniques, providing the best fare and maximum travel benefits for the customer 2.2 Appropriate systems are used to create the optimum itinerary or ticket in accordance with workplace policy and procedures
3 Issue documents	3.1 Documents are correctly issued and all details are accurately recorded in accordance with workplace procedures and regulatory requirements 3.2 Coupons/tickets are processed in accordance with workplace procedures 3.3 Refunds are processed where required in accordance with workplace and industry guidelines

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP3034 Advise on and construct fares for customers.

Links

Companion Volume Implementation Guide -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP0002 Advise on and construct fares for customers

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant industry regulatory requirements and workplace procedures
- carrying out relevant research and analysis
- carrying out sales and refund procedures
- communicating and working effectively with others
- completing relevant documentation
- constructing fares and itineraries or tickets in accordance with workplace procedures
- interpreting and following operational instructions and prioritising work
- processing concessional entitlements in accordance with workplace procedures
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- air, coach, ferry, tram or rail fare structures and schedules
- documentation and record requirements
- problems that may occur when advising on and constructing fares and itineraries or tickets for customers, and appropriate actions that can be taken to resolve these problems
- procedures for developing fare and itineraries or tickets
- relevant consumer law and trade practice requirements
- transport provider information and capability.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory

requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, tourist industry regulations, codes of practice and operation manuals.

Links

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