



Australian Government

TLIP3034 Advise on and construct fares for customers

Release: 1

TLIP3034 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.

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

Not applicable.

Elements and Performance Criteria

Elements describe the Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Advise on 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 of the fares most appropriate to their needs
- 1.3 Accurate fare quotations are provided to customers in accordance with workplace policy and guidelines

2 Construct fares and itineraries

- 2.1 Fares are accurately constructed using standard industry techniques, providing the best fare and maximum travel benefits for the customer
- 2.2 Appropriate travel schedules are used to create the optimum itinerary for customers

3 Issue documents

- 3.1 Documents are correctly issued and all details are accurately recorded in accordance with workplace and regulatory requirements
- 3.2 Coupons/tickets are processed in accordance with workplace and industry guidelines
- 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP3034A Advise on and construct fares for customers.

Links

Companion Volume implementation guides are found in VETNet -

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