



Higher National Unit specification

General information for centres

Unit title: Air Travel

Unit code: F6VY 34

Unit purpose: This Unit is designed to enable the candidate to demonstrate that they can process routine air travel requirements including those for low cost carriers and carry out reservation and associated procedures on an airline computer reservation system. It is intended for candidates wishing to seek employment in the retail travel industry (particularly business travel agents or airline consolidators) or with airlines. Candidates will also gain an understanding of current trends in the industry.

On completion of the Unit the candidate should be able to:

- 1 Describe current trends in the airline/airport industry.
- 2 Process client enquiries for general information on scheduled air travel.
- 3 Demonstrate airline computer reservation and associated procedures.
- 4 Quote and calculate published fares for domestic and international journeys.
- 5 Interpret current documentation involved in air travel.

Credit points and level: 2 HN credits at SCQF level 7: (16 SCQF credit points at SCQF level 7*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Recommended prior knowledge and skills: Candidates should have qualifications or skills in English and Mathematics and underpinning Knowledge and Skills relating to the Retail Travel Industry and Travel Geography. These may be demonstrated by

possession of Higher Grade English (at band C or above) or D01B 12 *Communication at Higher Standard* Grade Mathematics (at band 4 or above) or D11T 10 *Core Mathematics 3*, F3P8 12 *Airport Ground Operations* and DK07 33 *International Tourist Destinations*. Alternatively, this Unit would offer a natural progression for candidates who had previously completed DF6M 12: *Air Travel: An Introduction*.

Core Skills: There may be opportunities to gather evidence towards *Information and Communication Technology* at SCQF level 5, *Numeracy* component Using Number at SCQF level 4, *Problem Solving* components Critical Thinking and Planning and Organising at SCQF level 5 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

General information for centres (cont)

Context for delivery: If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

The Assessment Support Pack (ASP) for this unit provides assessment and marking guidelines that exemplify the national standard for achievement. It is a valid, reliable and practicable assessment. Centres wishing to develop their own assessments should refer to the ASP to ensure a comparable standard. A list of existing ASPs is available to download from SQA's website (<http://www.sqa.org.uk/sqa/46233.2769.html>).

Assessment: The evidence could be assessed by a series of practical exercises that accurately reflect the conditions of the workplace and restricted response questions to test knowledge of current developments.

Higher National Unit specification: statement of standards

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The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the Knowledge and/or Skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

Outcome 1

Describe current trends in the airline/airport industry

Knowledge and/or Skills

- Airline alliances
- Development of low cost carriers
- Development of regional airports
- Consolidators and net fares
- Regulation relating to air travel

Evidence Requirements

Candidates must generate evidence across all Knowledge and/or Skills statements. Evidence must cover both business and leisure travel context and be valid in terms of current trends either locally, nationally or internationally.

Evidence must be generated under closed-book conditions.

Assessment Guidelines

This Outcome could be assessed by restricted response questions covering the items listed in the Knowledge and/or Skills statement.

Higher National Unit specification: statement of standards (cont)

Unit title: Air Travel

Outcome 2

Process client enquires for general information on scheduled air travel

Knowledge and/or Skills

- Clients' air travel requirements
- Flight information and associated information
- Preparation of itineraries
- Processing of requirements

Evidence Requirements

Evidence of actual performance must be gathered from realistic simulations that accurately reflect the conditions of the workplace or direct observation of the candidate in the workplace.

The evidence must show that the candidate is able to analyse client requirements and select flights to satisfy these requirements. The candidate must also be able to prepare an itinerary for the client and provide flight and associated information relating to the client's needs. It is necessary that these requirements be processed in an efficient manner.

Evidence must include:

- efficient processing of one customer enquiry for a journey of not less than 5 sectors, which will comprise of direct and through flights and transfer connections.
- an itinerary prepared for the client giving details of flight numbers, check-in requirements, departure and arrival times and airports/terminals, decoding where necessary.

- additional information to satisfy the client's requirements. This will include an excess baggage calculation, a time difference calculation, and supplying information for a special requirement. It will also include decoding a flight routing for a through flight with a stop en route.

Assessment Guidelines

A practical exercise for one client enquiry covering the requirements set out in the Evidence Requirements. Evidence Requirements for Outcome 2 could be combined with Outcome 4 to form part of an integrated assessment.

Higher National Unit specification: statement of standards (cont)

Unit title: Air Travel

Outcome 3

Demonstrate airline computer reservation and associated procedures

Knowledge and/or Skills

- Encode and decode data
- Display of timetable information to satisfy given requirements
- Selling of seats from displayed availability to satisfy client requirements
- Flight and seat availability
- Passenger booking file

Evidence Requirements

Evidence of actual performance must be gathered from realistic simulations that accurately reflect the conditions of the workplace or direct observation of the candidate in the workplace. Assessment evidence derived from a recognised CRS/GDS training package would be acceptable as evidence.

Candidates must successfully achieve passes in the following sections of the package by showing they can:

- encode and decode data
- display timetable information to satisfy given requirements
- display flight availability to satisfy given requirements
- sell seats from displayed availability to satisfy client requirements
- create a passenger booking file in accordance with instructions
- retrieve a passenger booking file

Assessment Guidelines

The candidate should be observed undertaking the tasks required to achieve the required standard on a live CRS/GDS. A checklist could be completed by the

assessor to confirm satisfactory completion. Alternatively, assessment evidence derived from a recognised GDS or CRS training package, which covers Knowledge/Skills requirements, would also be acceptable as evidence (for example Galileo or Amadeus).

Higher National Unit specification: statement of standards (cont)

Unit title: Air Travel

Outcome 4

Quote and calculate published fares for domestic and international journeys

Knowledge and/or Skills

- Client requirements
- Fares for a range of client types
- Fare rules, restrictions and conditions
- Discounts in accordance with rules

Evidence Requirements

Evidence of actual performance must be gathered from realistic simulations that accurately reflect the conditions of the workplace or from direct observation of the candidate in the workplace.

The evidence for this Outcome must show that the candidate is able to interpret and compare air rules and restrictions. Candidates must analyse client requirements, select fares to satisfy these requirements and to accurately explain fare rules to clients. The candidate must also be able to apply discounts to fares in accordance with fare rules.

The candidate must provide a quote for one fully flexible fare and two different restricted fares, which could include a low cost carrier fare from other carriers. The evidence will be based on not less than three clients' requirements with at least one requiring adult, child and infant fares to be quoted. Evidence will also include a calculation of midweek/weekend combinations and a domestic add-on.

Assessment Guidelines

This Outcome could be assessed by practical exercises covering the requirements stipulated in the Evidence Requirements. It could be integrated with Outcome 2, where evidence is produced in the context of the same client enquiries.

Higher National Unit specification: statement of standards (cont)

Unit title: Air Travel

Outcome 5

Interpret current documentation used in air travel

Knowledge and/or Skills

- Current documentation in accordance with industry requirements

Evidence Requirements

Evidence of actual performance must be gathered from realistic simulations that accurately reflect the conditions of the workplace or from direct observation of the candidate in the workplace.

The evidence must be based on at least three air travel documents. This evidence must include interpretation of:

- one document based on a child or infant fare
- one document for a low cost carrier
- one document for a first class passenger

Candidates must also interpret **one** additional current documentation from the following:

- one document which covers validity
- one document which covers flexible excursion fare
- one document will have open-dated return
- one document which covers excess baggage charges

Assessment Guidelines

A practical exercise could be used to assess this Outcome. Candidates will interpret and complete information provided on a relevant document, eg print out of an electronic ticket or on-line. Information could be missing which the candidate has to complete to demonstrate their understanding of current documentation used in the industry.

Administrative Information

Unit code: F6VY 34

Unit title: Air Travel

Superclass category: NK

Original date of publication: August 2009

Version: 01

History of changes:

Version	Description of change	Date

Source: SQA

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Higher National Unit specification: support notes

Unit title: Air Travel

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

Guidance on the content and context for this Unit

This Unit is designed for candidates employed in or intending to seek employment in the retail travel industry (particularly business travel agents or airline consolidators) or with airlines. It covers the Knowledge and Skills necessary to process clients' routine air travel requirements. It may also prepare candidates for air travel examinations that meet IATA requirements. It is highly recommended that candidates complete this Unit before proceeding to F6VX 35 *Air Travel: Advanced*.

This Unit should be seen in the context of providing the knowledge and technical skills necessary to service clients' routine air travel requirements. It is essential that preparation for this Unit take account of appropriate consumer protection legislation, current industry practices and the requirements specified in the ABTA Code of Conduct for Travel Agents. Candidates should also be made aware of IATA regulations and Conditions of Carriage as stated on passenger tickets. For candidates not undertaking this Unit in the workplace, it is recommended that the resources and environment of a model travel agency be made available. Trade manuals, reference material, documentation and access to appropriate computer reservation systems will also be required.

The recommended information to be covered in delivery of the Unit is detailed below:

Outcome 1

IATA — what is it, stakeholders, historical development, roles of organisation.

Alliances — reasons for growth, main alliances, future of alliances, areas of operation.

Net fares — what they are, how they differ from published fares, who uses them, reasons for growing, importance, who are consolidators.

Low cost developments — historical, put in international context, fare restrictions, advantages/disadvantages, long haul, future.

Outcome 2

Trade reference material, airline manuals, CRS/GDS systems, atlas; IATA areas and global indicators; flight information — through flights and transfer connections, flight numbers, departure/arrival times and airports, check-in times; aircraft types; departure city information; codes and symbols; minimum connecting times; flight routings, decoding and encoding of data; international time calculator; elapsed journey times; time differences; baggage allowances for weight and piece systems and excess baggage charges; itinerary preparation; special requirements; terminology.

Higher National Unit specification: support notes (cont)

Unit title: Air Travel

Outcome 3

Airline reservation procedures — manual and computerised; Computer Reservation Systems (CRSs)/ Global Distribution systems (GDSs); timetables and availability; selling from availability; booking files; supplemental data; retrieving a booking file; modifying the itinerary.

Outcome 4

Trade sources of reference; types of journey — one way, round trip, circle trip and open jaw; types of fare - normal and special; fare basis codes - prime, seasonal, part of week, part of day, fare and passenger type; add-ons; reductions for child, infant and other categories of discount; rounding of fares; routings, stopovers and transfers; standard rules; selection of fare; individual rules. Rules and conditions relating to no frills carriers.

Outcome 5

Airline/IATA automated or other ticketing requirements (eg ATB and e-ticketing); IATA Ticketing Handbook; understanding of automated ticket issue for domestic and international journeys, adult, child, infant and other categories; void and open coupons; endorsements; taxes; distribution of coupons; Tickets on departure and excess baggage charges.

Guidance on the delivery and assessment of this Unit

Candidates will require guidance from a centre to ensure they adopt a suitable approach to the Unit. Centres will also have to allow time to monitor the progress of candidates and for assessment of the candidate evidence. A candidate-centred, resource-based learning approach is recommended, supported by lecturer exposition of key points, concepts and suggested strategies.

It is unlikely that it will be possible to combine delivery or assessment of this Unit with other Units due to the specific subject content. However, it is this quality that would make it suitable for a stand-alone Unit. Within an HNC/HND, the issue of sequencing of delivery with regard to other Units should not be a problem as it has a subject-specific content and is a two-credit Unit, so the delivery will probably cover a major part of the time allocated to the course anyway. It could be delivered in tandem with the HN Unit: (DK07 33): *International Tourist Destinations*, to give background knowledge on travel geography.

The recommended sequence of delivery of the Outcomes of this Unit would be to complete Outcome 2 before introducing the candidate to the CRS/GDS in Outcome 3, to allow them time to become familiar with the subject content and three-letter codes. Then introduce Outcome 4 and then Outcome 5. This order is preferable, as it will prepare the candidate for completing the automated linear format fare calculations they will encounter in Outcome 4 and is thus a logical progression. Outcome 1 can be covered at any point, but would serve as a useful introduction to the Unit.

Higher National Unit specification: support notes (cont)

Unit title: Air Travel

As this Unit is intended for candidates employed in or intending to seek employment in the retail travel industry, candidates should be able to have open access to any trade reference materials or their notes as required, thus reproducing conditions found in the workplace. Assessments should take place under supervised conditions to ensure the work is the candidate's own, although the authentication of candidate's work is the responsibility of each centre.

In order to achieve this Unit, candidates are required to present sufficient evidence that they have met all the Knowledge/Skills specified for each Outcome. Accurate records should be made of the assessment instruments used showing how evidence is generated for each Outcome and giving marking schemes and/or checklists.

Opportunities for developing Core Skills

There may be opportunities to develop the component Using Number to SCQF level 4 as candidates perform fare calculations and processing of client enquiries.

There may be opportunities to develop all components of the Core Skill *Information and Communication Technology* at SCQF level 5, as candidates may use *ICT* independently, effectively and responsibly to access and process information within a range of tasks in the Outcomes.

There may be opportunities to develop *Problem Solving* components Critical Thinking and Planning and Organising at SCQF level 5 as candidates plan, organise and complete a task and deal with a situation in an unfamiliar context where relationships between variables are clear.

Open learning

This Unit is not well suited to delivery by distance learning unless the candidate has access to the large number of trade manuals, reference material and resources

required for completion of the Unit. There is also a substantial amount of lecturer input and on-going support required, which restricts self-learning by the candidate.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website **www.sqa.org.uk/assessmentarrangements**

General information for candidates

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In order to complete this Unit successfully you must produce evidence to prove that you can process air travel requirements and carry out reservation and associated procedures on an airline computer reservation system. The evidence required is demonstration of your ability to:

- select flights appropriate to a client's needs and to produce a client itinerary
- provide general information required by clients, for example elapsed journey times, baggage allowances and other necessary information
- select fares appropriate to a client's needs and calculate any discounts that apply, for example for children or infants or other special client types.
- interpret and explain fares rules for clients
- produce a range of tickets and other appropriate documents required for processing air travel requirements
- process airline computer reservation and associated procedures using a Computer Reservation System (CRS)/Global Distribution System (GDS)
- understand current developments within the industry

You will be assessed by a series of practical exercises and a short test to check your understanding of current developments in the industry.

For Outcome 3 you will be required to follow an airline computerised training package, which will generate a training log to be used as evidence of having completed the required training.

There may be opportunities to gather evidence towards *Information and Communication Technology* at SCQF level 5, *Numeracy* component Using Number at SCQF level 4, *Problem Solving* components Critical Thinking and Planning and Organising at SCQF level 5 in this Unit, although there is no automatic certification of Core Skills or Core Skills components.