

## National Unit Specification: general information

<b>UNIT</b>	Air Travel – Primary (Higher)
<b>NUMBER</b>	D450 12
<b>COURSE</b>	Travel and Tourism: Selling Scheduled Air Travel (Higher)

### SUMMARY

This unit is designed to prepare candidates for employment in the retail travel industry. It covers the technical knowledge and skills necessary to process routine customer requirements for air travel.

### OUTCOMES

- 1 Provide general information on air travel.
- 2 Demonstrate basic reservation procedures.
- 3 Quote published fares for journeys within and originating in the UK.
- 4 Issue tickets and other documents for domestic and international journeys in accordance with international Air Transport Association (IATA) requirements.
- 5 Construct fares using the basic principles of the mileage system.

### RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates will normally be expected to have attained one of the following:

- Standard Grade English or Geography or Mathematics at Grade 3 or above or equivalent
- Course or units in Travel and Tourism (Intermediate 2)
- Units in Travel and Tourism: Tourism (Higher)

### CREDIT VALUE

2 credits at Higher.

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### Administrative Information

<b>Superclass:</b>	NK
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## **CORE SKILLS**

Information on the automatic certification of any core skills in this unit is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, 1999).

## National Unit Specification: statement of standards

### UNIT Air Travel – Primary (Higher)

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

#### OUTCOME 1

Provide general information on air travel.

#### Performance criteria

- a) Customers' air travel requirements are identified accurately and fully.
- b) Timetable and associated information is provided correctly.
- c) Decoding and encoding of data is accurate.
- d) Elapsed journey times and time differences are calculated correctly.
- e) Baggage allowances and excess baggage charges are stated accurately.

#### Note on range for the outcome

Timetable and associated information: through flights and transfer connections, flight numbers, departure and arrival details, check-in information, minimum connecting times, flight routings, IATA areas/city locations, bank/public holidays, departure taxes.

Decoding and encoding data: airlines, cities and airports, aircraft.

#### Evidence requirements

Evidence of candidate's ability to provide air travel information. The evidence will be based on the following:

- PCs (a) and (b): two customer transactions, both involving not less than three flight sectors comprising through and connecting services including domestic and international services, and covering the range stated above in 'timetable and associated information'.
- PC (c): three examples covering decoding and encoding of airlines and cities/airports and one example of decoding an aircraft type.
- PC (d): three examples covering elapsed journey times and time differences for flights which have their origin and destination in different time zones.
- PC (e) one example each of weight and piece system.

## **National Unit Specification: statement of standards (cont)**

**UNIT**            Air Travel – Primary (Higher)

### **OUTCOME 2**

Demonstrate basic reservation procedures.

#### **Performance criteria**

- a) Manual records of customers' air travel reservations are prepared accurately.
- b) Basic commands for an airline computer reservation system (CRS) are coded or decoded correctly.
- c) Basic reservation procedures are demonstrated correctly using an airline computerised reservation system (CRS).

#### **Note on range for the outcome**

Basic commands: encode/decode, airlines, cities/airports, equipment; timetables; availability; selling from availability; name entries.

Basic reservation procedures: sign on/off; display – timetables/availability; sell from availability; create booking file.

#### **Evidence requirements**

Evidence of actual performance from direct observation of the candidate using an airline computerised reservation or training equivalent. The evidence should cover not less than one example of each item in the range statement. A training log, which covers the performance criteria, based on a recognised CRS training package would be acceptable as evidence.

### **OUTCOME 3**

Quote published fares for journeys within and originating in the UK.

#### **Performance criteria**

- a) Customers' requirements are analysed and fares are selected appropriately.
- b) Fare basis codes are correctly utilised.
- c) Rules and conditions are explained accurately.
- d) Fares for different customer types are quoted correctly.

#### **Note on range for the outcome**

Fares: normal, flexible excursion, round the-world, APEX, PEX.

Client types: adult, child, infant, youth, student.

## **National Unit Specification: statement of standards (cont)**

**UNIT**            Air Travel – Primary (Higher)

### **Evidence requirements**

Evidence of the candidate's ability to quote fares as stated. The evidence will be based on not less than seven customer transactions, covering all client types, but three require adult, child and infant fares to be quoted.

### **OUTCOME 4**

Issue tickets and other documents for domestic and international journeys in accordance with International Air Transport Association (IATA) requirements

#### **Performance criteria**

- a) Tickets are issued in accordance with IATA requirements.
- b) Multiple Purpose Documents (MPD) or other exchange documents are issued correctly for tickets on departure.
- c) IATA airline credit or charge card document is completed correctly.

#### **Note on range for the outcome**

Ticket issue: journey/ticket types domestic; 2 coupon international; 4 coupon international; multi-sector requiring tickets to be issued in conjunction.

Fare types: special fares - domestic, European and intercontinental; normal international with 5 or more sectors; excursion (flexible).

Entries: as required by IATA to include taxes, endorsements, waitlist/request; BSP accounting entries; credit charge card payment.

### **Evidence requirements**

Evidence of candidate's ability to issue airline tickets based on six different customer transactions. Five require ticket issue based on the five fare types specified in the range statement. The sixth requires a ticket to be issued on departure, based on a normal fare. One child or infant fare and ticket with void will be included in the evidence. The evidence normally be written evidence.

### **OUTCOME 5**

Construct fares using the basic principles of the mileage system.

#### **Performance criteria**

- a) Basic principles of the mileage system are applied correctly to different journey types.
- b) Fare calculation boxes on tickets are completed correctly for fares based on the mileage system.

## **National Unit Specification: statement of standards (cont)**

**UNIT**            Air Travel – Primary (Higher)

### **Note on range for the outcome**

Journey types: one way journey with not less than two intermediate points and requiring a surcharge; round trip journey with at least one intermediate point (not a transfer) in each direction; circle trip incorporating not less than five intermediate points.

### **Evidence requirements**

Evidence of the candidate's ability to construct fares using the mileage system. The evidence will be based on at least one example from each journey type specified in the range statement. The evidence will normally be written evidence.

## National Unit Specification: support notes

### UNIT            Air Travel – Primary (Higher)

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 should be seen in the context of providing the knowledge and technical skills necessary to service clients' basic air travel requirements. It is essential that preparation for this unit takes account of current industry specifications and requirements.

#### **Air Travel – Primary (H)**

This unit contains the following key elements:

- General information on air travel, including reference material used in the industry (airline manuals and computerised reservations systems), International Air Transport Association (IATA) conference areas.
- Flight information through flights and transfer connections, flight numbers, departure and arrival times and airports, check-in times, aircraft types; departure city information; codes and symbols; minimum connecting times; flight routings, bank and public holidays, departure taxes, 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.
- Basic reservation procedures, including manual and computerised airline reservation procedures (CRS); timetables and availability, selling from availability and booking files; supplemental data; retrieving a booking file; modifying the itinerary.
- Published fares for journeys within and originating in the UK using industry reference sources to select and quote normal and special fares for different types of journey lane way, round trip, circle trip open jaw and unspecified fares using add-ons, ascertain fare basis codes (prime, seasonal, part of week, part of day, fare and passenger type, infant, child and other categories of discount), identify routings, stopovers and transfers, apply standard and individual rules in selecting fares and round-off fares.
- Ticket and document issue for domestic and international journeys, including IATA instructions to issue tickets manually (ticket issue involving two coupons, four coupons and conjunction tickets for domestic and international journeys for adults, children and other categories), ticket entries including endorsements, Bank Settlement Plan entries and taxes, open and void coupons and their distribution, and payments using credit or charge cards, tickets on departure and the completion of Multiple Purpose Documents (MPDs) or other exchange documents.
- Constructing non-published fares, including the mileage system, maximum permitted mileage (MPM), ticketed point mileage (TPM), mileage surcharges and how to complete the fares calculation boxes on tickets.

## National Unit Specification: support notes (cont)

**UNIT**            Air Travel – Primary (Higher)

### **GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT**

It is recommended that the resources and environment of a model travel agency are made available. Trade manuals, reference material, documentation and access to appropriate computer reservation systems will also be required. Access to industry specialists, placements and site visits are all highly desirable.

Where appropriate, arrangements should be made to ensure that there will be no artificial barriers to learning and assessment. The nature of a candidate's special needs should be taken into account when planning learning experiences and selecting assessment instruments. Alternative arrangements can be made as necessary.

### **GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT**

Centres may use the instruments of assessment which are considered by staff to be most appropriate. Examples of instruments of assessment which could be used are as follows:

#### **Outcome 1**

- PC (a) and (b): two practical exercises based on customer requirements both of which will include not less than four sectors comprising through and connecting services including domestic and international services and short-answer questions covering the remainder of the items in the note on the range of outcome 1 covering timetable and associated information
- PC (c): three examples covering decoding and three encoding of airlines and cities/airports; one example of decoding aircraft types
- PC (d): three examples covering elapsed journey times and two time differences
- PC (e): two examples covering the weight system and the two-piece system.

#### **Outcome 2**

- PC(a): two practical exercises based on the preparation of customer files (this could be integrated with outcome 1),
- PC(b): two short-answer questions for each of encoding and decoding airlines, cities/airports, equipment; timetables; availability; selling from availability and names entries
- PC(c): a practical exercise confirmed by checklist, demonstrating signing on, displaying timetable information/availability, selling from availability, creating a booking file and signing off.

#### **Outcome 3**

The candidate should be set ten practical exercises covering the fare and client types in the range statement which require correct fares to be quoted and key aspects of selected rules and conditions to be explained.

#### **Outcome 4**

The candidate could be set practical exercises based on six customers' requirements for which fares have been established and requiring ticket issue for five and document issue for one ticket on departure. The exercises should be based on the specifications stated in the note on the range of the outcome.



## **National Unit Specification: support notes (cont)**

**UNIT**            Air Travel – Primary (Higher)

### **Outcome 5**

The candidate could be set practical exercises based on the specifications stated in the note on the range of the outcome.

Please refer to the National Assessment Bank for full assessment items and marking schemes for this unit.

### **SPECIAL NEEDS**

This unit specification is intended to ensure that there are no artificial barriers to learning or assessment. Special needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering special alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment and Certification Arrangements for Candidates with Special Needs/Candidates whose First Language is not English* (SQA, 1998).