

## National Unit Specification: general information

<b>UNIT</b>	Air Travel: An Introduction (Higher)
<b>NUMBER</b>	DF6M 12
<b>COURSE</b>	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 U.K.
4. Demonstrate an understanding of automated or other tickets and documents for domestic and international journeys in accordance with international Air Transport Association (IATA) requirements.

### 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 Tourism (Higher)

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### Administrative Information

<b>Superclass:</b>	NK
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<b>Version:</b>	04

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## **National Unit Specification: general information (cont)**

### **CREDIT VALUE**

2 credits at Higher (12 SCQF credit points at SCQF level 6\*)

*\*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.*

### **CORE SKILLS**

There is no automatic certification of core skills or core skills components in this unit.

Information on the automatic certification of any core skills in this unit is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, publication code BA0906).

## **National Unit Specification: statement of standards**

### **UNIT        Air Travel: An Introduction (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) Itineraries for customers' air travel reservations are prepared accurately.
- c) Timetable and associated information is provided correctly.
- d) Decoding and encoding of data is accurate.
- e) Baggage allowances are stated accurately.

##### **Evidence requirements**

The evidence for this outcome is integrated with Outcomes 3 and 4. The evidence requirements are detailed after Outcome 4.

#### **OUTCOME 2**

Demonstrate basic reservation procedures.

##### **Performance criteria**

- a) Basic commands for an airline computer reservation system (CRS) are coded or decoded correctly.
- b) Basic reservation procedures are demonstrated correctly using an airline computerised reservation system (CRS).

##### **Evidence requirements**

Evidence of actual performance from direct observation of the candidate using an airline computerised reservation or training equivalent would be acceptable as evidence. Alternatively, a training log based on a recognised GDS or CRS training package, which covers the performance criteria, would also be acceptable as evidence (for example, Galileo or Amadeus). This would normally equate to level 11 of Galileo or equivalent and candidates would be expected to complete at least one classroom and one agency before attempting a review. Reviews for each level should be passed with a score of 80 per cent or greater.

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

**UNIT**            Air Travel: An Introduction (Higher)

### **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 for traditional airlines and no frills carriers are explained accurately.

#### **Evidence requirements**

The evidence for this outcome is integrated with outcomes 1 and 4. The evidence requirements are detailed after outcome 4.

### **OUTCOME 4**

Demonstrate an understanding of automated or other tickets and documents for domestic and international journeys in accordance with International Air Transport Association (IATA) requirements.

#### **Performance criteria**

- a) Entries are confirmed for automated or other tickets in accordance with IATA requirements.
- b) Multiple Purpose Documents (MPD) or other exchange documents are issued correctly for tickets on departure.

#### **Evidence requirements**

It is desirable that the evidence for this outcome is integrated with outcomes 1 and 3. Evidence can be based on four practical exercises, which integrate performance criteria across all three outcomes. The evidence will be based on the following requirements, whether or not they are grouped in this order:

- **Practical Exercise One** covers outcome 1 (a), (b), (c), (d), (e), outcome 3 (a) and (b) and outcome 4 (a). This is a 2-sector European journey using direct flights, with an economy class normal fare for an adult and an infant, ensuring entries are confirmed for an automated or other ticket for the infant.
- Exercise one incorporates the following information: through flights; flight numbers; departure and arrival details; check-in details; IATA area; decoding or encoding of city/airport codes and airline codes; baggage allowance using weight system; void coupons, if appropriate.
- **Practical Exercise Two** covers outcome 1 (a), (b), (c), (d), (e), outcome 3 (a), (b) and (c) and outcome 4 (a). This is a 4-sector, intercontinental journey with transfer connections, with an economy class APEX fare, confirming entries for an automated or other ticket, for one adult.
- Exercise two incorporates the following information: transfer connections; flight numbers; departure and arrival details; check-in details; decoding or encoding of city/airport codes, airline codes and aircraft codes; baggage allowance using the piece system; automated or other ticket for an intercontinental journey; IATA requirements of taxes and endorsements; non-surcharged MPM fare construction in fare calculation box.
- **Practical Exercise Three** covers outcome 1 (a), (c), (d), outcome 3 (a) and (b) and outcome 4 (b). This is a single-sector journey using normal fares, issuing an MPD for ticket on departure for one adult.

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

### UNIT            Air Travel: An Introduction (Higher)

- Exercise three incorporates the following information: through flight; flight numbers; departure and arrival details; check-in details; decoding or encoding of city/airport codes and airline codes; normal business class fare; IATA requirements of taxes and endorsements.
- **Practical Exercise four** covers outcome 3(c). These are short answer questions covering rules and conditions of no-frills carriers.

The integrated model outlined above is recommended on the basis of reducing overall assessment time however centres can apply individual exercises for each outcome if preferred.

## National Unit Specification: support notes

### UNIT Air Travel: An Introduction (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.

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 and Global Indicators.
- Flight information, including through flights and transfer connections, flight numbers, departure and arrival times and airports, check-in times, aircraft types; departure city information; codes and symbols; decoding and encoding of data; baggage allowances for weight and piece systems; itinerary preparation; terminology.
- Basic reservation procedures using a computerised airline reservation system (CRS) or global distribution system (GDS); 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, including one-way and round trip fares, using add-ons; how to interpret 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. Understanding construction of fares using the basic principles of the mileage system, maximum permitted mileage (MPM), ticketed point mileage (TPM), mileage surcharges.
- No frills carriers and differences in rules and conditions that apply e.g. disadvantages etc. This might include: General information (e.g. flights/times/frequency); Departure and arrival airports (e.g. distances from major cities, onward transport connections); Services provided (e.g. baggage allowances, in-flight services, seating on flights); Booking conditions and regulations relating to no-frills carriers (e.g. refunds, cancellation, delays, rebooking, re-routing).
- Confirmation of entries required for an automated and other tickets and documents for domestic and international journeys, to comply with IATA instructions. These should include endorsements, taxes, open and void coupons (if appropriate) 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. It is recommended, to support understanding and underpin learning, that students are taught ticketing for normal, flexible excursion and fixed date ticketing, even though flexible excursions are not assessed.

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

### **UNIT            Air Travel: An Introduction (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, Outcome 3 and Outcome 4 are integrated to provide a holistic approach, covering timetables, fares and ticketing.**

Practical assessment one could be a practical exercise based on a customer booking with the following requirements:

- Round trip, 2-sector journey to Europe, departing from UK and using direct flights both ways
- Preparation of an itinerary providing information specified in evidence requirements.
- Identifying a normal economy fare, fare basis code and rule restrictions.
- Fare rules correctly interpreted for normal fare, and infant reduction correctly identified
- Payment method, PNR locator and taxes should be provided on semi-completed automated or other ticket for issuing infant ticket
- Short answer questions covering IATA area and aircraft types

Practical assessment two could be a practical exercise based on a customer booking with the following requirements:

- Round trip, 4-sector, intercontinental journey, departing from the UK and using transfer connections both ways.
- Preparation of an itinerary providing information specified in evidence requirements
- Identifying an APEX or other fixed date fare, fare basis code and rule restrictions
- Fare rules specify restrictions on changes to reservations and refunds
- Payment method, PNR locator and taxes should be provided for issuing semi completed automated or other ticket
- Short answer questions covering decoding of airline carrier codes and explanation of the luggage allowance using the piece system

## National Unit Specification: support notes (cont)

### UNIT Air Travel: An Introduction (Higher)

Practical assessment three could be a practical exercise based on a customer booking with the following requirements:

- One-way, journey requiring issuing an MPD for ticket on departure
- Identifying a normal, business class fare and fare basis code
- Payment method, PNR locator and taxes should be provided for issuing document
- Short answer questions relating to check-in procedures for TODs.
- Short answer questions relating to rules and conditions applying to traditional and no frills airlines
- Short answer questions relating to rules and conditions applying to traditional and no frills carriers.

Refer to exemplar for format.

### **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 Arrangements* (SQA, September 2003).