

SQA Advanced Unit Specification

General information for centres

Unit title: Air Travel: Advanced

Unit code: HP59 48

Unit purpose: This Unit is designed to enable the candidate to demonstrate that she/he can process advanced air travel requirements including complex fare calculations, document issue and reservation and associated procedures on an airline computer reservation system. It is intended for candidates intending to seek employment in the retail travel industry (particularly business travel agents or airline consolidators) or with airlines.

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

- 1 Demonstrate airline computer reservation and associated procedures.
- 2 Calculate fares in NUCs for complex itineraries.
- 3 Identify the implications of making alterations to complex itineraries.

Credit points and level: 2 SQA Credits at SCQF level 8: (16 SCQF credit points at SCQF level 8*)

**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 National 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 National Unit *Communication* (D01B 12); Standard Grade Mathematics (at band 4 or above) or National Unit *Core Mathematics 3* (D11T 10); and SQA Advanced Units *International Tourist Destinations* (HP57 46), *Retail Travel Practice* (HP5C 47) and *Air Travel* (HP5A 47).

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.

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.

Assessment: The evidence could be assessed by a series of practical exercises that accurately reflect the conditions of the workplace and integrate knowledge and skills from across the Outcomes.

SQA Advanced Unit Specification

SQA Advanced 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

Demonstrate airline computer reservation and associated procedures

Knowledge and/or skills

- ◆ passenger booking files
- ◆ fare displays and quotations
- ◆ ancillary services of hotel reservations and car rental reservations

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. Candidates must:

- ◆ prepare passenger booking files
- ◆ modify passengers' booking files
- ◆ present fare displays and quotations
- ◆ place booking files on queues
- ◆ process ancillary services of hotel reservations and car rental reservations

Assessment Evidence derived from a recognised CRS/GDS training package and which covers all of the bullet points above would be acceptable as evidence.

Candidates must achieve the pass standard which is appropriate for the particular training package they are using.

Assessment Guidelines

The candidate should be observed undertaking the tasks required to achieve the performance criteria on a live CRS/GDS. A checklist should 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).

SQA Advanced Unit Specification

Outcome 2

Calculate fares in Neutral Units of Construction (NUCs) for complex itineraries

Knowledge and/or skills

- ◆ fares in NUCs for complex itineraries
- ◆ construction rules of the mileage system
- ◆ conversion of NUC fares to GBPs and other currencies
- ◆ automated linear format fare calculations in accordance with IATA 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.

Candidates must:

- ◆ calculate fares in NUCs for complex itineraries
- ◆ apply construction rules of the mileage system
- ◆ convert NUC fares to GBPs and other currencies
- ◆ complete automated linear format fare calculations in accordance with IATA requirements

The evidence must include:

- ◆ at least one example of a complex fare with higher intermediate points
- ◆ at least one example of a fare calculation for a complex itinerary with surface transportation sectors
- ◆ at least one example of a fare calculation for a complex itinerary including mixed class fares
- ◆ at least one example of a fare calculation for a complex itinerary with side trips
- ◆ at least one example of a fare calculation for a complex itinerary with a sector over 25M
- ◆ at least one example of the above calculations should require conversion to a currency other than GBP

The fares must be presented in automated linear format for each calculation.

Assessment Guidelines

The candidate could be set four practical exercises to cover the Evidence Requirements and K knowledge/skills stated for this Outcome. Satisfactory achievement would require appropriate application of the rules; calculations laid out properly; correct conversion from NUCs to GBPs or other appropriate currency and the fare presented in linear format.

Assessments could be devised as below:

Exercise 1

The candidate could be given itinerary details and TPMs for a circle trip of at least five sectors. The journey would contain at least one HIP in each direction. The candidate would calculate the fare, convert NUCs to GBPs or other currency and present the fare in linear format.

Exercise 2

Mixed Class: The candidate could be given itinerary details and TPMs for a circle trip of at least five sectors. The journey would contain sectors of at least two different classes (eg economy and business, or business and first). The candidate would calculate the fare, including identifying the mixed class differential, convert the fare to GBPs or other currency and present the fare in linear format.

SQA Advanced Unit Specification

Exercise 3

Surface Sector: The candidate could be given itinerary details and TPMs for a circle trip of at least five sectors. The journey would contain one surface sector that is not flown. The candidate would be required to calculate both the through fare and sector fare options, select the lowest fare, convert NUCs to GBPs or other currency and present the fare in linear format.

Exercise 4

Side Trip: The candidate could be given itinerary details and TPMs for a one-way journey of at least four sectors, within which would be a side trip journey. The candidate would be required to calculate the fare, including the side trip calculation, convert NUCs to GBPs or other currency and present the fare in linear format.

Exercise 5

Over 25M: The candidate could be given itinerary details and TPMs for a journey where one sector is over 25M. The candidate would be required to break the sector at an appropriate point, calculate the fare, convert NUCs to GBPs or other currency and present the fare in linear format.

Outcome 3

Identify the implications of making alterations to complex itineraries

Knowledge and/or skills

- ◆ alterations to an itinerary will result in an additional collection
- ◆ alterations to an itinerary will not result in an additional collection

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. Candidates must identify when alterations to an itinerary will:

- ◆ result in an additional collection
- ◆ not result in an additional collection

The evidence must include at least:

- ◆ one example of an itinerary with a change which would not entail additional collection
- ◆ two examples of itinerary changes of which one would require a full re-fare calculation and one would require an additional charge

Assessment Guidelines

The candidate could be set three mini case studies which provide information on client changes to existing reservations.

The candidate would be required to identify when an additional collection would:

- (a) be required
- (b) not be required

Candidates could be required to identify when re-routing, fare level, additional cost, where the airline has made changes or upgrading is applicable.

SQA Advanced Unit Specification

Administrative information

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Version	Description of change	Date

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SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of SQA Advanced Qualifications.

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SQA Advanced Unit Specification

SQA Advanced Unit specification: support notes

Unit title: Air Travel: Advanced

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 (particularly in reservation, sales, fares and ticketing positions). It covers the knowledge and skills necessary to process clients' complex air travel requirements. It may also prepare candidates for air travel examinations that meet IATA requirements.

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

Computer Reservation Systems; booking files; supplemental data; modifying itineraries; editing booking files; fare displays; fare quotations; ticket production; advance seat reservations; queues; client files; reference information; ancillary services - hotel and car rental reservations.

Outcome 2

Mileage System; NUCs; ROEs (IATA rates of exchange for conversion of NUCs into different currencies); fare construction rules; mileage deductions; higher intermediate points/fares; limitation on indirect travel; one way backhaul check; circle trip minimum fare check; add-on fares; open jaws; fares in linear format for automated tickets. Pricing Unit concept.

Itineraries involving: mixed class with multi-sector differentials; surface sectors; side trips; sectors over 25M; fares in linear format for automated tickets.

Outcome 3

Examination of itineraries, fares and rules to determine the requirements when an itinerary is amended (after ticket issue). The procedures for calculating and any adjustment to fare paid.

SQA Advanced Unit Specification

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 SQA Advanced Diploma, 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.

The recommended sequence of delivery of the Outcomes of this Unit would be deliver and assess the Outcomes in the order they appear.

Candidates should be encouraged right from the start of the Unit to begin working towards completion of Outcome 1 to ensure they have sufficient time to finish the CRS/GDS training package. Outcome 2 could be presented in the order of firstly reviewing fares and the mileage system covered the previous year in HP5A 47 *Air Travel* then introducing the candidates to the mileage system using NUCs; then add ons; next higher intermediate points and finally minimum fare checks.

Introducing Indirect Travel Limitations and specifically side trips, then surface sectors and calculation of mixed class differentials, then sectors over 25M, would be a logical progression.

Outcome 3 requires the candidate to consider the effects when an itinerary is changed after ticket issue. It identifies when the fare and rules require additional collection.

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, consequently 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.

Opportunities for developing Core Skills

There may be opportunities to develop the component Using Number to SCQF level 4 in Outcome 2 as candidates calculate fares in NUCs for complex itineraries.

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 very 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.

Equality and inclusion

This Unit specification has been designed to ensure that there are no unnecessary barriers to learning or assessment. The individual needs of learners should be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence.

Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

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General information for candidates

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This Unit is designed to enable you to process complex air travel requirements and carry out reservation and associated procedures on an airline computer reservation system. It is intended 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 may also prepare you for air travel examinations that meet IATA requirements.

In order to complete this Unit successfully you must produce evidence to prove that you can process complex 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:

- ◆ process airline computer reservation and associated procedures using a CRS/GDS including: prepare passenger booking files; modify itineraries; present fare displays and quotations; place booking files in queues and process hotel and car rental reservations
- ◆ calculate complex fares in NUCs, apply the construction rules of the mileage system and then convert these fares into GBPs and other currencies
- ◆ demonstrate understanding of automated linear fare calculations for tickets in accordance with IATA requirements
- ◆ identify Higher Intermediate Points (HIPs) in an itinerary
- ◆ calculate fares for complex itineraries including journeys with surface transportation sectors, side trips and fares for journeys with mixed class sectors and sectors over 25M
- ◆ identify where ticket revalidation and reissue is required

You will be assessed through a series of practical exercises, which will assess your knowledge and skills across the Outcomes.

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.