

-SQA- SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number- 5110436

-Session-1996-97

-Superclass- NK

-Title- AIR TRAVEL: PRIMARY (x2)

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Demonstrating technical skills in air travel to the industry's primary level.

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;
5. construct fares, using the basic principles of the mileage system.

CREDIT VALUE: 2 NC Credits

ACCESS STATEMENT: Access to this unit is at the discretion of the centre. However, it is recommended that candidates have qualifications in English and Mathematics and underpinning knowledge relating to the retail travel industry and travel geography.

This may be evidenced by possession of the following:

- (a) Standard Grade English (at band 3 or above) or NC module 7110045 Communication 3.
- (b) Standard Grade Mathematics (at band 4 or above) or NC module 7180321 Core Mathematics 3.
- (c) NC modules:

5110106 Introduction to the Travel Industry
5110446 British Isles Travel Geography
5110456 European and Mediterranean Area Travel Geography
5110466 Popular Longhaul Destinations Travel Geography

For further information contact: Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

Additional copies of this unit may be purchased from SQA (Sales and Despatch section). At the time of publication, the cost is £1.50 (minimum order £5.00).

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

STATEMENT OF STANDARDS

UNIT NUMBER: 5110436

UNIT TITLE: AIR TRAVEL: PRIMARY

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

OUTCOME

1. PROVIDE GENERAL INFORMATION ON AIR TRAVEL

PERFORMANCE CRITERIA

- (a) Clients' 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.

RANGE STATEMENT

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 of data: airlines; cities and airports; aircraft.

Elapsed journey times: for flights which have their origin and destination in different time zones.

Time differences: calculation of local times against UK times.

Baggage allowances: weight and piece systems.

Excess baggage charges: application for weight and piece systems.

EVIDENCE REQUIREMENTS

Evidence of actual performance is required for each performance criterion and for each critical class in the range statement and should be gathered from direct

observation of the candidate in the workplace or from realistic simulations which accurately reflect the conditions of the workplace.

The evidence will be based on the following for performance criteria (a) and (b) two clients' requirements both of which will require not less than three sectors comprising through and connecting services including domestic and international services and covering the range stated in the 'Timetable and Associated Information' section; for performance criterion (c) three examples covering decoding and encoding of airlines and cities/airports and one example of decoding an aircraft type; for performance criterion (d) three examples covering elapsed journey times and time differences; for performance criterion (e) one example each of weight and piece system.

OUTCOME

2. DEMONSTRATE BASIC RESERVATION PROCEDURES

PERFORMANCE CRITERIA

- (a) Manual records of client's air travel reservations are prepared accurately.
- (b) Basic commands of an airline CRS are understood.
- (c) Basic reservation procedures are demonstrated correctly on an airline CRS.

RANGE STATEMENT

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 is required for each performance criterion and for each critical class in the range statement and should be gathered from direct observation of the candidate in the workplace or from realistic simulations which accurately reflect the conditions of the workplace.

The evidence will be based on not less than one example of each item in the range statement.

OUTCOME

3. QUOTE PUBLISHED FARES FOR JOURNEYS WITHIN AND ORIGINATING IN THE UK

PERFORMANCE CRITERIA

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

RANGE STATEMENT

Fares: normal; APEX; PEX; flexible excursion; Round-the-World;

Client types: adult; child; infant; youth; student; spouse.

EVIDENCE REQUIREMENTS

Evidence of actual performance is required for each performance criterion and for each critical class in the range statement and should be gathered from direct observation of the candidate in the workplace or from realistic simulations which accurately reflect the conditions of the workplace.

The evidence will be based on not less than seven clients' requirements with three requiring adult, child and infant fares to be quoted.

OUTCOME

4. ISSUE TICKETS AND OTHER DOCUMENTS FOR DOMESTIC AND INTERNATIONAL JOURNEYS

PERFORMANCE CRITERIA

- (a) Tickets are issued in accordance with IATA requirements.
- (b) Multiple Purpose Document or other exchange document is issued in accordance with IATA requirements, for tickets on departure.
- (c) Credit/charge card document is completed correctly.

RANGE STATEMENT

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

fare types - special fare (domestic); normal/multi-sector (5+) (international); excursion (flexible); special fare (European); special fare (intercontinental).

entries - in accordance with IATA requirements; tax boxes; BSP accounting entries; endorsement; waitlist/request; credit/charge card payment.

EVIDENCE REQUIREMENTS

Evidence of actual performance is required for each performance criterion and for each critical class in the range statement and should be gathered from direct observation of the candidate in the workplace or from realistic simulations which accurately reflect the conditions of the workplace.

The evidence will be based on six clients' requirements for reservations: five of which require ticket issue based on the five fare types specified in the range statement and one of which will require a ticket to be issued on departure and which will be based on a normal fare. One child or infant ticket will be included in the 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.

RANGE STATEMENT

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 journey incorporating not less than five intermediate points.

EVIDENCE REQUIREMENTS

Evidence of actual performance is required for each performance criterion and for each critical class in the range statement and should be gathered from direct observation of the candidate in the workplace or from realistic simulations which accurately reflect the conditions of the workplace.

The evidence will be based on at least one example from each journey type specified in the range statement.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

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, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of support notes.

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NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

SUPPORT NOTES

UNIT NUMBER: 5110436

UNIT TITLE: AIR TRAVEL: PRIMARY

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 80 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This unit is designed for candidates employed in or intending to seek employment in the retail travel industry. It covers the knowledge and skills necessary to process clients' basic air travel requirements. It is suggested that this unit is only taken by candidates undertaking a cohesive programme of units covering retail travel practice. It may also prepare candidates for air travel examinations which meet IATA requirements.

SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

This unit will enable you to demonstrate technical skills in air travel to the industry's primary level.

CONTENT/CONTEXT This unit should be seen in the context of providing the knowledge and technical skills necessary to service clients' basic air travel requirements. Whilst this unit may be taken in isolation, it may provide an opportunity for integration with other travel and tourism units such as: 5110116 Travel Agency Practice; 5240006 Selling the Travel and Tourism Product; travel geography units. It is essential that preparation for this unit takes account of current industry specifications and requirements. For candidates not undertaking this unit in the workplace, it is recommended that the resources and the 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.

Corresponding to outcomes 1-4:

Outcome 1

Trade reference material, airline manuals, CRS, atlas; IATA areas; flight information - through flights and transfer connections, flight numbers, departure and arrival times, 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.

Outcome 2

Airline reservation procedures - manual and computerised; Computer Reservation Systems (CRSs); timetables and availability; selling from availability; booking files.

Outcome 3

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.

Outcome 4

Airline/IATA manual ticketing requirements; IATA Ticketing Handbook; ticket issue - two coupons, four coupons and conjunction tickets, domestic and international journeys, adult, child and other categories; void and open coupons; distribution of coupons; endorsements; BSP entries; taxes; credit/charge card payments and credit sales documentation.

Tickets on departure - completion of MPDs or other exchange documents.

Outcome 5

Mileage system - Maximum Permitted Mileage (MPM); Ticketed Point Mileage (TPM); procedure; mileage surcharges; fare calculation boxes on tickets.

APPROACHES TO GENERATING EVIDENCE A candidate-centred, resource based learning approach is recommended supported by lecturer exposition of key points. Candidates may wish to make reference to IATA Ticketing Handbook (published annually) and Air Travel syllabuses published by organisations such as Speedwing Training (BA1) and the Travel Training Company (Primary).

ASSESSMENT PROCEDURES Centres may use the Instruments of Assessment which are considered by tutors/trainers to be most appropriate. Examples of Instruments of Assessment which could be used are as follows:

Outcome 1

The candidate could be set for: performance criteria (a) and (b) two practical exercises based on clients' 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 range statement 'Timetable and associated information'; performance criterion (c) two examples covering decoding and two encoding of airlines and two examples covering decoding and two encoding of cities/airports; two examples of decoding aircraft types; performance criterion (d) two examples covering elapsed journey times and two time differences; performance criterion (e) two examples covering the weight system and two covering the piece system.

Satisfactory achievement of this outcome is as stated in the evidence requirements section.

Outcome 2

The candidate could be set for: performance criterion (a) two practical exercises based on the preparation of clients' files (this could be integrated with Outcome 1); performance criterion (b) two short answer questions for each of encoding and decoding airlines, cities/airports, equipment, timetables, availability, selling from availability and name entries; performance criterion (c) a practical exercise, confirmed by check-list, demonstrating signing on, displaying timetable information/availability, selling from availability, creating a booking file and signing off.

Satisfactory achievement of this outcome is as stated in the evidence requirements section.

Outcome 3

The candidate could 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/conditions to be explained.

Satisfactory achievement of this outcome is as stated in the evidence requirements section.

Outcome 4

The candidate could be set practical exercises based on six clients' 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 range statement.

Satisfactory achievement of this outcome is as stated in the evidence requirements section.

Outcome 5

The candidate could be set practical exercises based on the specifications stated in the range statement.

Satisfactory achievement of this outcome is as stated in the evidence requirements section.

The assessor should monitor and control the assessment process to ensure its reliability and validity.

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised Groupings of National Certificate Modules'.

REFERENCES

1. Guide to unit writing. (A018).
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment. (B005).
3. Procedures for special needs statements are set out in SQA's guide 'Candidates with Special Needs'. (B006).
4. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures. (F009).
5. For details of other SQA publications, please consult SQA's publications list. (X037).

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