

Air Travel Advanced: Reservations, Fares and Ticketing: An Introduction

HIGHER NATIONAL DIPLOMA

高级航空旅行：预订及票务（初级）


【英】苏格兰学历管理委员会（SQA）

Unit Student Guide

TRAVEL AND TOURISM

DK0F 35



 中国时代经济出版社


SCOTTISH
QUALIFICATIONS
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苏格兰学历管理委员会著

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1

Introduction to the Scottish Qualifications Authority

This Unit **DK0F 35 Air Travel Advanced: Reservations, Fares and Ticketing** has been devised and developed by the Scottish Qualifications Authority (SQA). Here is an explanation of the SQA and its work:

The SQA is the national body in Scotland responsible for the development, accreditation, assessment, and certification of qualifications other than degrees.

Its website can be found at: www.sqa.org.uk

The SQA's functions are to:

- devise, develop and validate qualifications, and keep them under review
- accredit qualifications
- approve education and training establishments as being suitable for entering people for these qualifications
- arrange for, assist in, and carry out, the assessment of people taking SQA

qualifications

- quality assure education and training establishments that offer SQA qualifications
- issue certificates to candidates.

In order to pass SQA Units, students must complete prescribed Assessments. These Assessments must meet certain standards.

The Unit Specification outlines the **four** Outcomes that students must complete in order to achieve this Unit. The Specification also details the knowledge and/or skills required to achieve the Outcomes. The Evidence Requirements prescribe the type, standard and amount of evidence required for each Outcome.

2

Introduction to the Unit

2.1

What is the Purpose of this Unit?

The Unit is designed to enable you to demonstrate the skills required to process advanced air travel requirements including complex fare calculations, document issue and reservation and associated procedures on an airline computer reservation system.

2.2

What are the Outcomes of this Unit?

There are four Outcomes in the Unit:

1. In the first, you will learn how to demonstrate airline computer reservation and associated procedures.
2. In the second you will learn how to calculate complex fares in Neutral Units of Construction (NUCs) applying the construction rules of the mileage system.
3. In the third, you will learn how to calculate fares in NUCs for complex itineraries.
4. Finally you will learn how to demonstrate an understanding of the practice of ticket re-validations and re-issues.

The Unit is essentially practical in nature.

Further details can be found in Appendix 1 — Unit Specifications.

2.3

What Do I Need to be Able to Do in Order to Achieve this Unit?

To demonstrate that you are able to provide information to the standard required in the Unit, you will be assessed by your lecturer/tutor. In this Unit there are **four** Assessment Tasks to complete.

All Assessment Tasks are unseen and open book, where you will be able to use relevant travel industry materials that you will have been accustomed to using in class.

2.4

Approximate Study Time for This Unit

Completion of this Unit is intended to be flexible.

The notional study time for this Unit is 80 hours but actual time allocated is at the discretion of the centre.

2.5

Equipment/ Material Required for this Unit

This Unit is accompanied by a support pack, which includes the following materials:

- Currency Conversion Rates Tables
- Air Tariff Extracts of Eastern and Western Hemisphere Fares and Rules .

A calculator will be essential.

You will also need computer access to complete a computerised training package such as Amadeus, Galileo, Sabre or Worldspan.

You will also require information from the support pack that you used last year for the Unit **Air Travel: Reservations Fares and Ticketing: An Introduction / Advanced**. This is for information such as City Codes.

You will need to complete the following Unit Student Guides to meet all the requirements of this unit:

- Unit Student Guide — Air Travel Advanced: Reservations, Fares and Ticketing: An Introduction
- Unit Student Guide — Air Travel Advanced: Reservations, Fares and Ticketing: Advanced.

2.6 Symbols Used in this Unit

The various Learning Materials sections are designed so that you can work at your own pace, with tutor support. As you work through the Learning Materials (see Section 5), you will encounter symbols. These symbols indicate that you are expected to do a task. **These tasks are not Outcome Assessments.** They are exercises designed to consolidate learning or encourage thought, in preparation for the Outcome Assessment (see Section 3 — Assessment

Information for this Unit).

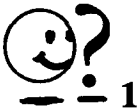
Activity



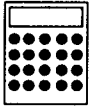
This symbol indicates an Activity. Usually, Activities are used to improve or consolidate your understanding of the subject in general or a particular feature of it.

The Activities will not serve this purpose if you refer to the responses prior to having attempted the Activity.

**Self-Assessed
Question**



This symbol indicates a Self-Assessed Question. Using a Self-Assessed Question helps you check your understanding of the content that you have already covered.



This symbol is also shown where you are required to perform calculations in order to complete an Activity.

Everything is provided for you to check your own responses. Answers to the Self-Assessed Questions and Activities are to be found at the back of the Unit Student Guide. Where suggested responses to Self-Assessed Question and Activities are provided in the Unit Student Guide, **students are strongly discouraged from looking at these responses before they attempt the activity or question.** The Self-Assessed Questions and Activities throughout the Unit Student Guide will help you to prepare yourself for the formal assessments, and to identify topic areas in which you will require clarification and additional tutor support. The Self-Assessed Questions and Activities will not serve this purpose if you look at the answers before trying them!

Self-Assessed Questions and Activities are designed to be checked by you. No tutor input is necessary at this stage unless special help is requested, although from time to time your tutor may wish to view your responses to Self-Assessed Questions to see how you are progressing.

3

Assessment Information for this Unit

3.1

What Do I
Have to Do to
Achieve This
Unit?

There are four short Assessments for this Unit. Each one will usually take place immediately after you have completed the Activities and Self-Assessed Questions for that particular section, by which time you will have familiarised yourself with the requirements of the task.

The assessment tasks are:

1. **Assessment Task 1** is a computerised training package, which will generate a log to be used as evidence of having completed the required training. This is a continuation of the package you will have completed in the previous Air Travel Unit. In this you will have to:
 - a) Prepare passenger booking files
 - b) Modify passenger booking files
 - c) Present fare displays and quotations
 - d) Place booking files queues
 - e) Process ancillary services of hotel reservations and car rental reservations.

You will complete this training package on an ongoing basis throughout your course.

2. **Assessment Task 2** is a practical exercise covering all of Outcome 2. In this you have to:

- a) Calculate complex fares in NUCs
- b) Apply construction rules of the mileage system
- c) Convert NUCs to GBP and other currencies
- d) Complete linear format fare calculations in accordance with IATA requirements.

Your calculations of complex fares will be presented in linear format and will include at least one example of a:

- Complex fare with Higher Intermediate Points (HIPs)
- Complex fare requiring a backhaul check
- Complex fare requiring a circle trip minimum fare check.

This is an open book test, i.e. you will have access to any materials you require. You will have approximately 2 hours to complete the test. This Assessment takes

place after you have completed the Activities and Self-Assessed Questions for this section.

3. **Assessment Task 3** is a practical exercise covering all of Outcome 3. In this you have to:

- a) Calculate fares for NUCs for complex itineraries
- b) Apply construction rules of the mileage system
- c) Convert NUC fares to GBPs and other currencies
- d) Complete automated linear format fare calculations in accordance with IATA requirements.

Your calculations of complex fares will be presented in linear format and will include at least one example of a:

- fare calculation for a complex itinerary with surface transportation sectors
- fare calculation for a complex itinerary including mixed class fares
- fare calculation for a complex itinerary with side trips
- fare calculation for a complex itinerary with a sector over 25M

- one of the above with calculations that require conversion to a currency other than GBP.

This is an open book test, ie you will have access to any materials you require. You will have approximately 2½ hours to complete the test. This Assessment takes place after you have completed the Activities and Self-Assessed Questions for this section.

4. Assessment Task 4 is a practical exercise covering all of Outcome 4. In this you have to demonstrate an understanding of the practice of ticket revalidation and re-issue through:

- a) Determining when alterations to an itinerary will result in a ticket requiring a revalidation
- b) Determining when alterations to an itinerary will result in a ticket requiring to be re-issued.

You will be given three mini case studies, which provide information on client changes to existing reservations and for which you will have to identify:

- when a revalidation only would be required
- when a re-issue is required: