

航空旅行：预定及票务（高级）

TRAVEL AND TOURISM

HIGHER NATIONAL DIPLOMA

【英】苏格兰学历管理委员会 (SQA)
Scottish Qualifications Authority

Unit Student Guide

Air Travel--Reservations, Fares and Ticketing, Advanced DG93 04



 中国时代经济出版社


SCOTTISH
QUALIFICATIONS
AUTHORITY

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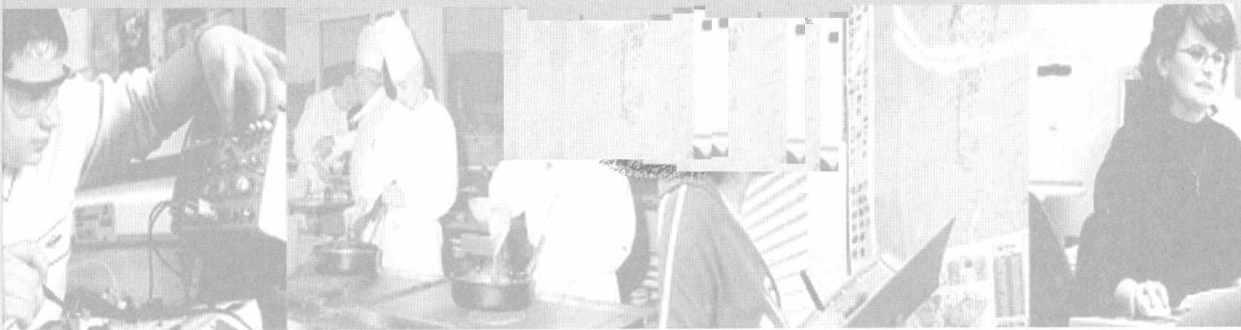
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Air Travel—Reservations, Fares and Ticketing: Advanced

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苏格兰
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地址	北京市东城区东四十条24号 青蓝大厦东办公区11层
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传真	(010) 68320634
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1

Introduction to the Scottish Qualifications Authority

This Unit **DG93 04 Air Travel—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 viewed on: www.sqa.org.uk

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 which 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 (insert number) Outcomes that students must complete in order to achieve this unit. The Specification also details the knowledge and/or skills required to achieve the outcome or outcomes. The Evidence Requirements prescribe the type, standard and amount of evidence required for each outcome or outcomes.

2

Introduction to the Unit

2.1

What is the Purpose of this Unit?

This unit is designed to enable the candidate to demonstrate that s/he can process routine air travel requirements and carry out 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.

2.2

What are the Outcomes of this Unit?

There are five Outcomes in the unit.

1. In the first you have to process client enquiries for general information on scheduled air.
2. The second asks you to demonstrate airline computer reservation and associated procedures.
3. The third asks you to quote and calculate published fares for journeys within and originating in the UK.
4. The fourth asks you to demonstrate an understanding of automated and e-tickets and other documents for international sectors in accordance with International Air Transport (IATA) requirements.

5. The fifth outcome covers constructing fares in Neutral Units of Construction (NUCs) using the basic principles of the mileage system.

You will also learn to use the information sources that people working in the travel and tourism industry use to provide information for their customers about these aspects of air travel.

The unit is essentially practical and, through the activities you will do, you will acquire knowledge and skills through a variety of learning methods.

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 six assessment tasks to complete.

With the exception of task five, which is closed book, each assessment task is open book and you will be able to use relevant travel industry materials that you will have been accustomed to using in class, such as OAG flight schedules, the Air Tariff and other publications.

2.4

Approximate Study Time for This Unit

The notional time allowed to complete the unit is 80 hours; however, some students may need less time, whereas other students may take longer.

2.5
Equipment/
Material
Required for
this Unit

Unit Student Guide

Air Travel—Reservations, Fares and Ticketing: An Introduction.

Unit Student Guide

Air Travel—Reservations, Fares and Ticketing: Advanced.

The following Extracts and documents are provided in the support pack:

OAG Flight Guide Extracts

OAG Flight Guide Supplement Extracts

Air Tariff Fares Extracts including TPM extracts

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 (A). Usually, activities are used to improve or consolidate your understanding of the subject in general or a particular feature of it.

In this unit, you are asked to undertake some practical activities, such as search through the flight guide schedules to select suitable fares or flights for passengers. You will also have to read through information and then answer questions about it to see how much you have understood and retained.

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. The Self-Assessed Questions in this guide will often take the form of practical exercises such as completing flight itineraries or tickets or other documents. You may also have to answer typical questions air passengers ask, such as how long a

journey takes and how much excess baggage would cost.

Everything is provided for you to check your own responses. Answers to the Self-Assessed Questions are to be found at the back of the Unit Student Guide. Where suggested responses to activities are provided in the Unit Student Guide, **students are strongly discouraged from looking at these responses before they attempt the activity.** The 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 activities will not serve this purpose if you look at the answers before trying the activity!

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 six assessment tasks for this unit. Five will take place towards the end of the unit, once you have completed all the activities and self assessed questions and so have familiarised yourself with the requirements of the task. The sixth task is to complete a training package for an airline computerised reservation system. You will print off your training log as evidence of having completed the required training.

The six assessment tasks are:

1. Assessment task 1 is a practical test, plus short response questions, which covers parts of outcome 1 and outcome 4. In this, you have to:
 - a) Find suitable flights for a passenger making a journey around Europe and complete an itinerary for this journey.
 - b) Calculate excess baggage charges, issue a document (MPD) to cover these charges and describe how the coupons of this document would be distributed.

c) Calculate a time difference.

d) Give advice on special requirements.

This is an open book test ie you will have access to any materials you require. You will have 1 hour 30 minutes to complete the test. This assessment takes place towards the end of the unit, once you have completed the activities and self – assessed questions that prepare you for this task.

2. Assessment task 2 is a practical test, which covers parts of outcome 1 and outcome 5. In this you have to:

a) Study given reservations for a client, decode information about these reservations and answer short response questions about which IATA area, sub area and global indicator apply to this journey.

b) Answer a short – response question on baggage allowance.

c) Calculate the elapsed journey time.

d) Calculate the fare for the passenger using the basic principles of the mileage system using NUCs.

e) Write the fare in linear format.

This is an open book test ie you will have access to any materials you require. You will have 1 hour 15 minutes to complete the test. This assessment takes place towards the end of the unit, once you have completed the activities and self – assessed questions that prepare you for this task.

3. Assessment task 3 is a practical exercise that integrates aspects of outcomes 1, 3 and 4. In this you have to:
 - a) Study given reservations for a client and quote a suitable fare for their journey.
 - b) Interpret the fare rules for the client.
 - c) Answer a short response question on baggage allowances.
 - d) Complete an automated ticket for this journey.

This is an open book test ie you will have access to any materials you require. You will have 1 hour 15 minutes to complete the test. This assessment takes place towards the end of the unit, once you have completed the activities and self – assessed questions that prepare you for this task.

4. Assessment task 4 is a practical exercise that integrates aspects of outcome 1, 3 and 4. In this you have to:

- a) Study given client reservations and quote a suitable fare for this journey.
- b) Interpret the fare rules for the client.
- c) Complete an automated ticket for this journey.

This is an open book test ie you will have access to any materials you require.

You will have 1 hour to complete the test. This assessment takes place after you have completed the activities and self – assessed questions for this section.

5. Assessment task 5 is short answer questions that cover aspects of outcome 3 and 4. In this you have to:
- a) Describe what e ticketing involves and what current developments are in this area.
 - b) Describe what ‘no frills carriers’ means, give examples of such carriers and describe the advantages and disadvantages of these types of airlines.
 - c) Explain what is meant by SITI on an airline ticket.

This is a closed book test. You will not have access to any additional materials as this assessment is testing your knowledge. You will have 1 hour to complete the