

Competency Standard

UNIT TITLE: PRODUCE TRAVEL DOCUMENTATION ON A COMPUTER		NOMINAL HOURS: 30
UNIT NUMBER: D2.TTA.CL2.15		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to produce air and non-air travel documentation on a computer to reflect itineraries constructed and sold by sales staff		
ELEMENTS AND PERFORMANCE CRITERIA	ELEMENTS AND PERFORMANCE CRITERIA	
<p>Element 1: Interpret information required for processing non-air travel documentation</p> <p>1.1 Identify deadline for preparation and dispatch of <i>non-air documentation</i></p> <p>1.2 Interpret existing <i>reservation data</i> held for the customer to correctly identify all customer details</p> <p>1.3 Identify and correctly interpret details of specific products and services which have been sold and confirmed to the customer</p> <p>1.4 Identify confirmed bookings held for customers and costs quoted by product and <i>service suppliers</i></p> <p>1.5 Identify <i>sources of general information</i> required to correctly issue all required documents</p> <p>1.6 Check payment status and take appropriate action</p>	<p>Unit Variables</p> <p>The unit variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to all industry sectors that need to produce travel documentation for customers and/or tour delivery staff within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Travel Agencies 2. Tour Operation <p><i>Non-air documentation</i> may include:</p> <ul style="list-style-type: none"> • Accommodation vouchers • Bus/coach or other forms of transportation tickets • Car hire/motor home vouchers • Cruise vouchers • Tour vouchers • Vouchers for attractions/theme park entry 	

<p>1.7 Check for and report any discrepancies in costs quoted to the customer and actual cost of services and take follow-up action required to collect any shortfall</p>	<ul style="list-style-type: none"> • Vouchers for any tourism product or service • Meeting or event confirmation letters • Delegate information packs
<p>Element 2: Process non-air travel documentation</p>	
<p>2.1 Prepare complete and accurate documentation <i>within designated timeframes</i></p>	<ul style="list-style-type: none"> • Travel insurance documentation • Confirmation vouchers • Visa forms • Visas
<p>2.2 Record all required details with complete accuracy on all documentation</p>	<ul style="list-style-type: none"> • Passport forms • Traveller's cheque requests
<p>2.3 Make appropriate calculations and record any required costs on documents</p>	<ul style="list-style-type: none"> • Passenger itineraries
<p>2.4 Action payment required by the supplier at the appropriate time in accordance with host enterprise procedures</p>	<ul style="list-style-type: none"> • Operational itineraries for crews including tourist guides, drivers and tour managers • Briefing notes for crews
<p>2.5 Check all documentation for accuracy prior to issue and amend as necessary</p>	<ul style="list-style-type: none"> • Passenger lists • Rooming lists
<p>2.6 Process, file and dispatch <i>copies of documents</i> in accordance with host enterprise and supplier procedures and requirements</p>	<ul style="list-style-type: none"> • Pro-formas • Sales returns. <p><i>Reservation data may include:</i></p>
<p>2.7 Dispatch documents according to customer and <i>host enterprise requirements</i></p>	<ul style="list-style-type: none"> • Dates and times • Customer names
<p>Element 3: Interpret information required for processing air travel documentation</p>	
<p>3.1 Identify deadline for ticketing and dispatch of <i>air documentation and tickets</i></p>	<ul style="list-style-type: none"> • Age of customers • Contact details of customers • Number of customers • Agent details, where relevant

<p>3.2 Identify and interpret reservation data held on the customer file</p> <p>3.3 Identify and interpret details of <i>specific air itineraries</i> which have been sold and confirmed to the customer</p> <p>3.4 Check the air itinerary to ensure that it complies with the <i>conditions applicable to the particular air fare</i></p> <p>3.5 <i>Check the constructed airfare</i> to ensure it has been costed with complete accuracy</p> <p>3.6 Check the file to ensure that customer payment has been received</p> <p>3.7 Report any discrepancies in costs quoted to the customer and actual cost of ticket and take any follow-up action required to collect any shortfall</p>	<ul style="list-style-type: none"> • Address for delivery of documents • Date for required delivery of documents • Type of transport, accommodation • Name of carrier • Customer preferences • Special requests • Seating and/or room allocation. <p><i>Suppliers may include:</i></p> <ul style="list-style-type: none"> • Internal suppliers • External suppliers • Carriers. <p><i>Sources of general information may include:</i></p>
<p>Element 4: Process air travel documentation</p> <p>4.1 Record all details on air documents according to the <i>relevant airfare information and regulations governing the issuance of the ticket</i></p> <p>4.2 Process coupons in accordance with host enterprise, regulatory and billing and settlement plan procedures</p> <p>4.3 Process any required refunds in accordance with host enterprise, regulatory and billing and settlement plan procedures</p> <p>4.4 Dispatch tickets in a timely manner and according to host enterprise procedures</p>	<ul style="list-style-type: none"> • Timetables • Brochures • Price schedules • Contracts with suppliers, providers and carriers • Computerised reservation systems • Database of product suppliers and their details • Internet sites • Visa guides. <p><i>Within designated timeframes refers to:</i></p> <ul style="list-style-type: none"> • Compliance with details recorded in the reservation data.

	<p><i>Record all required details</i> must include:</p> <ul style="list-style-type: none">• Following the user instructions that apply to the computer system in use• Completing all required fields• Observing all security and privacy protocols• Verifying that all required entries have been made. <p><i>Action payment required by the supplier</i> may include:</p> <ul style="list-style-type: none">• Requesting payment from the accounts department, including processing of cheque, requisition or purchase order• Self-administering the payment, including:<ul style="list-style-type: none">▪ Issuing a miscellaneous charges order▪ Sending payment by cheque▪ Paying via electronic transmission. <p><i>Copies of documents</i> may be supplied to:</p> <ul style="list-style-type: none">• The relevant internal filing system• The accounts department• Operational personnel involved in tour delivery• The supplier of the service to which the document applies. <p><i>Host enterprise requirements</i> may include:</p> <ul style="list-style-type: none">• Security of the documents• Designated method of forwarding documentation• Recording evidence of sending of documents• Capturing evidence that the customer has received the documents.
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Air documentation may include:

- Tickets
- Miscellaneous charge orders
- Credit card charge forms
- Exchange tickets
- Reservation alterations and re-validation stickers
- Pre-paid ticket advices.

Tickets to be issued may be:

- Domestic
- International
- Four-stage tickets
- Conjunction tickets.

Specific air itineraries may include:

- Dates and times
- Carriers
- Flight numbers
- Seating allocations
- Class
- Destinations
- Connections.

Conditions applicable to the particular air fare may include:

- Payment deadline
- Ticketing deadline

- Extension ticketing deadline
- Cancellation charges
- Availability of any type of change to the air itinerary
- Availability of changes to class of air travel
- Amendment fees
- Baggage allowance
- Excess baggage charges.

Check the constructed airfare refers to checking coverage of the applicable fares which may include:

- Sector fares
- Through fares
- Mixed class fares
- Promotional fares
- Round, circle and open jaw trips
- Fares incorporating open-dated travel and surface segments
- Fares incorporating non-stop, direct and connecting services
- Fares incorporating airport and other taxes.

Relevant airfare information may include:

- Fares, fare basis and fare rules, including fare types and classes
- Airport codes
- Airline codes
- City codes
- Normal fares

	<ul style="list-style-type: none">• Discounted fares, including infants, children, students, pensioners and groups• Fares for unaccompanied children• Promotional fares and packages• Taxes, including domestic head tax, noise tax, Goods and Services Tax (GST) and other relevant taxes and government charges applicable to the host country, including regional requirements, where applicable• General air travel rules and restrictions of the host country, including regional requirements, where applicable• Terms and conditions applicable to specific fares which may include:<ul style="list-style-type: none">▪ Payment and ticketing deadlines▪ Extensions to standard ticketing deadlines▪ Cancellation charges and other penalties▪ Availability of any type of change to the air itinerary▪ Availability of changes to class of travel▪ Availability of changes to origin or destination▪ Amendment fees▪ Over-booking and applicable compensation▪ Limitations of liability▪ Insurance▪ Refund and transferability of ticket details▪ Baggage allowances, including charges for excess baggage▪ Security requirements, including searches and dangerous goods▪ Restrictions on items that can be carried in baggage in the hold of the aircraft, including restrictions on items that can be taken on-board by passengers▪ Check-in requirements, options and times, including information relating to fare forfeiture.
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Regulations governing the issuance of the ticket may include:

- International Air Transport Association (IATA) requirements and procedures
- Billing and Settlement Plan (BSP) requirements.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Enterprise policies and procedures in regard to the production of travel documentation
- Principles of itinerary construction, including currency conversions
- Principles governing the production and provision of travel documentation
- Knowledge of host country requirements in relation to the production and supply of travel documentation
- Knowledge of the relationships that exist between different sections of the travel industry and their requirements in relation to acceptable travel documents
- Knowledge and interpretation of fares and applicable rules and regulations
- Knowledge of international air transport association and billing and settlement plan requirements and procedures
- Knowledge of mandatory computer fields relating to production of travel documentation
- Ability to use the computer system used by the host enterprise to produce travel documentation
- Ability to interpret information contained on customer files.

Linkages To Other Units

- Access and retrieve computer-based data
- Produce documents, reports and worksheets on a computer
- Maintain a paper-based filing and retrieval system
- Prepare business documents

- Maintain financial standards and records
- Develop and update tourism industry knowledge
- Operate a computerised reservation system
- Access and interpret product information
- Administer a billing and settlement plan
- Apply advance airfare rules and procedures
- Book and co-ordinate supplier services
- Construct and ticket a non-air travel plan
- Construct and ticket domestic airfares
- Construct and ticket promotional international airfares
- Construct and ticket regular international airfares
- Maintain contacts with handling agents.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures in regard to the production of travel documentation
- Demonstrated ability to interpret, confirm and/or clarify travel information as the basis for processing one domestic set of non-air travel documentation for a nominated booking
- Demonstrated ability to interpret, confirm and/or clarify travel information as the basis for processing one international set of non-air travel documentation for a nominated booking
- Demonstrated ability to interpret, confirm and/or clarify travel information as the basis for processing one domestic set of air travel documentation for a nominated booking
- Demonstrated ability to interpret, confirm and/or clarify travel information as the basis for processing one international set of air travel documentation for a nominated booking

- Demonstrated ability to accurately produce a comprehensive set of documentation to support one nominated domestic non-air travel booking
- Demonstrated ability to accurately produce a comprehensive set of documentation to support one nominated international non-air travel booking
- Demonstrated ability to accurately produce a comprehensive set of documentation to support one nominated domestic air travel booking
- Demonstrated ability to accurately produce a comprehensive set of documentation to support one nominated international air travel booking.

Context of Assessment

This unit may be assessed on or off the job:

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace and equipment; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Case studies
- Observation of practical candidate performance
- Oral and written questions
- Analysis of a portfolio of evidence, including travel documentation produced by the candidate
- Problem solving
- Role plays involving interaction with customers as part of the interpretation process prior to documentation production

- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	3	Confirm reservation and payment details
Communicating ideas and information	2	Explain variances to the customer
Planning and organising activities	2	Schedule production of travel documentation to meet customer time-related needs
Working with others and in teams	3	Liaise with suppliers, providers and carriers
Using mathematical ideas and techniques	3	Confirm costs and prices quoted; calculate extra payments required
Solving problems	2	Resolve booking problems and issues
Using technology	2	Use a computer to generate travel documentation and retrieve booking details