



Maldives National Skills Development Authority



# National Competency Standard for Ticketing and Reservation

Standard Code: TRN05S15V1

Qualification Name: National Certificate III in Ticketing and Reservations  
Qualification Code: TRN05SQ1L314

## Key for coding Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector ( <b>CON</b> ) Fisheries and Agriculture Sector ( <b>FNA</b> ) Transport sector ( <b>TRN</b> ) Tourism Sector ( <b>TOU</b> ) Social Sector ( <b>SOC</b> ) Foundation ( <b>FOU</b> )
Competency Standard	<b>S</b>
Occupation with in a industry Sector	<b>Two digits 01-99</b>
Unit	<b>U</b>
Common Competency	<b>1</b>
Core Competency	<b>2</b>
Optional/ Elective Competency	<b>3</b>
Assessment Resources Materials	<b>A</b>
Learning Resources Materials	<b>L</b>
Curricula	<b>C</b>
Qualification	<b>Q1, Q2 etc</b>
MNQF level of Qualification	<b>L1, L2 etc</b>
Version Number	<b>V1, V2 etc</b>
Year of endorsement of standard, qualification	<b>By two digits Example- 07</b>

**1. Endorsement Application for Qualification 01****2. NATIONAL CERTIFICATE III in Ticketing and Reservation****3. Qualification code:** TRN05SQ1L314 **Total Number of Credits: 45****4. Purpose of the qualification**

Holders of this qualification are expected to work as Ticketing and Reservation officer under the supervisor.

**5. Regulations for the qualification**

National certificate III in Ticketing and Reservation will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9

**6. Schedule of Units**

Unit Title	Unit Title	Code
1	Observe personal and work place hygiene practices	TRN05S1U01V1
2	Practice health, safety and security Practices	TRN05S1U02V1
3	Provide effective customer care	TRN05S1U03V1
4	Practice effective workplace communication	TRN05S1U04V1
5	History of airline	TRN05S1U05V1
6	Geographical knowledge	TRN05S1U06V1
7	Travel Formalities	TRN05S1U07V1
8	The Journey	TRN05S1U08V1
9	Basic reservation and ticketing	TRN05S1U09V1

**7. Accreditation requirements**

The training provider should have a Reservation and Ticketing are or similar training facility to provide the trainees the hand –on experience related to this qualification

**Recommended sequencing of units**

As appearing under the section 06

**1. Endorsement Application for Qualification 02****2. NATIONAL CERTIFICATE IV in Ticketing and Reservation****3. Qualification code:** TRN05SQ2L417 **Total Number of Credits: 111****4. Purpose of the qualification**

Holders of this qualification are expected to work as a Ticketing and Reservation officer in airline industry.

**5. Regulations for the qualification**

National certificate IV in Ticketing and Reservation will be awarded to those who are competent in units  
10+11+12+13+14+15+16+17+18+19+20+21+22

**6. Schedule of Units**

<b>Unit Title</b>	<b>Unit Title</b>	<b>Code</b>
10	Introduction, signing in and out, encode and decode	TRN05S2U01V1
11	Displaying PNR	TRN05S2U02V1
12	Timetables, availability, schedules, access types	TRN05S2U03V1
13	Return availability, availability change entries, airline alliances	TRN05S2U04V1
14	Building a PNR	TRN05S2U05V1
15	Emailing, frequent Flyer element	TRN05S2U06V1
16	General remark, OSI elements, SSR elements	TRN05S2U07V1
17	Cancelling and changing PNR elements	TRN05S2U08V1
18	Advance seating requests	TRN05S2U09V1
19	Fare display and rules	TRN05S2U11V1
20	Issuing tickets	TRN05S2U13V1
21	Queues	TRN05S2U15V1
22	Calculator and currency functions, minimum connect times	TRN05S2U17V1

**7. Accreditation requirements**

The training provider should have a Reservation and Ticketing are or similar training facility to provide the trainees the hand –on experience related to this qualification

**Recommended sequencing of units**

As appearing under the section 06

**Units Details**

<b>Unit Title</b>	<b>Unit Title</b>	<b>Code</b>	<b>Level</b>	<b>No of credits</b>
<b>1</b>	Observe personal and work place hygiene practices	TRN05S1U01V1	<b>3</b>	<b>5</b>
<b>2</b>	Practice health, safety and security Practices	TRN05S1U02V1	<b>3</b>	<b>5</b>
<b>3</b>	Provide effective customer care	TRN05S1U03V1	<b>3</b>	<b>5</b>
<b>4</b>	Practice effective workplace communication	TRN05S1U04V1	<b>3</b>	<b>5</b>
<b>5</b>	History of airline	TRN05S1U05V1	<b>3</b>	<b>5</b>
<b>6</b>	Geographical knowledge	TRN05S1U06V1	<b>3</b>	<b>5</b>
<b>7</b>	Travel Formalities	TRN05S1U07V1	<b>3</b>	<b>5</b>
<b>8</b>	The Journey	TRN05S1U08V1	<b>3</b>	<b>5</b>
<b>9</b>	Basic reservation and ticketing	TRN05S1U09V1	<b>3</b>	<b>5</b>
<b>10</b>	Introduction, signing in and out, encode and decode	TRN05S2U01V1	<b>4</b>	<b>5</b>
<b>11</b>	Displaying PNR	TRN05S2U02V1	<b>4</b>	<b>5</b>
<b>12</b>	Timetables, availability, schedules, access types	TRN05S2U03V1	<b>4</b>	<b>5</b>
<b>13</b>	Return availability, availability change entries, airline alliances	TRN05S2U04V1	<b>4</b>	<b>7</b>
<b>14</b>	Building a PNR	TRN05S2U05V1	<b>4</b>	<b>7</b>
<b>15</b>	Emailing, frequent Flyer element	TRN05S2U06V1	<b>4</b>	<b>5</b>
<b>16</b>	General remark, OSI elements, SSR elements	TRN05S2U07V1	<b>4</b>	<b>7</b>
<b>17</b>	Cancelling and changing PNR elements	TRN05S2U08V1	<b>4</b>	<b>7</b>
<b>18</b>	Advance seating requests	TRN05S2U09V1	<b>4</b>	<b>7</b>
<b>19</b>	Fare display and rules	TRN05S2U11V1	<b>4</b>	<b>5</b>
<b>20</b>	Issuing tickets	TRN05S2U13V1	<b>4</b>	<b>7</b>
<b>21</b>	Queues	TRN05S2U15V1	<b>4</b>	<b>7</b>

<b>22</b>	Calculator and currency functions, minimum connect times	TRNo5S2U17V1	<b>4</b>	<b>5</b>
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## Packaging of National Qualifications:

National certificate III in Ticketing and Reservation will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9

Qualification Code: TRNo5SQ1L314

National certificate IV in Ticketing and Reservation will be awarded to those who are competent in units 10+11+12+13+14+15+16+17+18+19+20+21+22

Qualification Code: TRNo5SQ2L418

## Description of an Airline Reservation Agent/Officer

Airline reservations agent helps passenger book flights on major airlines. In addition to making and confirming reservations, their responsibilities include issuing tickets, handling payments and performing a variety of tasks.