TECHNICAL &
VOCATIONAL
EDUCATION &
TRAINING

National Competency Standard for Ticketing and Reservation
Standard Code: TRN05S15V1

Key for coding
Coding Competency Standards and Related Materials

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

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

Unit Title	Unit Title	Code
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

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

22	Calculator and currency functions, minimum connect times	TRN05S2U17V1	4	5

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: TRN05SQ1L314

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: TRN05SQ2L418

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.

Competency Standard Development Process

The competencies were determined based on the analysis of the tasks expected to be performed by the Airline Reservations Agents worldwide. Competency standards in other countries were also examined.

Unit 01

UNIT TITLE	Observe personal and work place hygiene practices

DESCRIPTOR	This unit covers the knowledge, skills and attitudes required to observe workplace hygiene procedures and maintaining of personal presentation and grooming standard. This unit deals with necessary skills and knowledge required for maintaining the hygiene of workers and the hygienic practices that should be applied while on the job.				
CODE	TRN05S1U01V1	LEVEL	3	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Observe grooming, hygiene and personal presentation standards	1.1. Grooming, hygiene and personal presentation practices maintained at high standards in line with industry norms and enterprise procedures 1.2. Adequate level of personal cleanliness observed throughout the work 1.3. Effects of poor personal hygiene understood and avoided in all practices
2. Follow hygiene procedures	2.1 Workplace hygiene procedures followed in line with enterprise procedures and legal requirements 2.2 Eating, drinking, smoking, spitting, scratching or other such practices avoided while on the job 2.3 Hygiene standards of workplace maintained in line with enterprise procedures
3. Identify and avoid hygiene risks	3.1 Hygiene risks understood and avoided in line with general standards and guidelines 3.2 Legislations on hygiene understood and properly followed

Range Statement

Procedures included

- Grooming and personal presentation
- Personal hygiene

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- Working knowledge of English language - Knowledge of national hygiene regulation regarding personal grooming standard and presentation - General knowledge of common terminologies used in hygiene including personal hygiene - Knowledge on general symptoms of different types of diseases - Detailed knowledge and importance of illness and injury reporting procedures	- Interpersonal skills - Ability to follow procedures and instructions - Competent to work according to relevant hygiene regulations and procedures - Competent to work to meet requirements for personnel hygiene and hygienic practices - Communication skills - Interpersonal skills

Unit 02

UNIT TITLE	Practice health, safety and security Practices				
DESCRIPTOR	This unit describes the importance of health and safety in the working environment. It identifies the key safety hazards within the work area and recognizes the correct manner in which to safely carry out the tasks of the job, for the benefit of the trainee, colleagues and customers.				
CODE	TRN05S1U02V1	LEVEL	3	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Follow workplace health, safety and security procedures	1.1. Health, safety and security procedures followed in line with operational policies and procedures and laws and regulations 1.2. Illnesses reported through proper channels of communication, using relevant forms and formats, in line with enterprise procedures 1.3. Safety and security breaches reported through proper channels of communication, in line with enterprise procedures
1. Deal with emergency situations	2.1 Emergency situations recognized and appropriate procedures followed in line with enterprise procedures 2.2 Assistance sought and cooperation given in emergency situations in line with enterprise procedures 2.3 Emergency incidences reported in line with enterprise procedures
2. Identify and prevent hygiene risks	3.1 Hygiene risks identified, prevented and avoided in line with enterprise procedures 3.2 Hygiene risks reported to appropriate persons and corrective action taken in line with enterprise procedures

3. Clean the work area	4.1 Cleaning tasks accomplished to enterprise standards 4.2 Proper method for cleaning selected and employed for appropriate task
4. Secure work premised	5.1 Work premises closed and locked at the end of work, in line with enterprise procedures

Range Statement

Procedures included:

- Guidelines for safe handling of equipment of utensils
- Emergency procedures
- Fire safety procedures
- Security and safety guidelines
- Cleaning and decontamination procedures
- Waste handling procedures
- Cleaning chemicals handling guidelines
- Accident and incidence reporting procedures
- Basic first aid procedures

Tools, equipment and materials required may include:

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation

- Questioning

- Practical demonstration

- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• General knowledge on safe practices • Communication procedures • Relevant workplace procedures and guidelines	• Undertake safe manual handling jobs • Competent to follow safety regulations • Competent to work safely with workplace equipments, materials and colleagues

Unit 03

UNIT TITLE	Provide effective customer care				
DESCRIPTOR	This unit addresses the importance of caring for customers in the Aviation Industry. It shows how customer care relates to quality service and the best methods of anticipating and meeting customer's need.				
CODE	TRN05S1U03V1	LEVEL	3	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Greet customers and colleagues	1.1. Customers and colleagues greeted according to standard procedures and social norms 1.2. Sensitivity to cultural and social differences demonstrated
2. Identify and attend to customer needs	2.1 Appropriate interpersonal skills are used to ensure that customer needs are accurately identified 2.2 Customer needs are assessed for urgency so that priority for service delivery can be identified 2.3 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor 2.4 Customers informed correctly 2.5 Personal limitation identified and assistance from proper sources sought when required
3. Deliver service to customers	3.1 Customer needs are promptly attended to in line with organizational procedure 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle inquiries	4.1 Customer queries handled promptly and properly 4.2 Personal limitations identified and assistance from proper sources sought when required
5. Handle complaints	5.1 Responsibility for handling complaints taken within limit of responsibility 5.2 Personal limitations identified and assistance from proper sources sought when required 5.3 Operational procedures to handling irate or difficult

	customers followed correctly 5.4 Details of complaints and comments from customers properly recorded

Range Statement

Procedures included:

- Greeting procedure
- Complaint and comment handling procedure
- Incidence reporting procedures
- General knowledge of property
- Standard operating procedures for service deliveries
- Non-verbal and verbal communication
- Dress and accessories
- Gestures and mannerisms
- Voice tonality and volume
- Culturally specific communication customs and practices
- Cultural and social differences

Includes but are not limited to:

- Modes of greeting, fare welling and conversation
- Body language/ use of body gestures
- Formality of language

Interpersonal skills:

- Interactive communication
- Good working attitude
- Sincerity
- Pleasant disposition
- Effective communication skills
- Customer needs

Customer with limitation may include:

- Those with a disability
- Those with special cultural or language needs
- Unaccompanied children
- Parents with young children
- Pregnant women
- Single women

Tools, equipment and materials required may include:

Assessment guide
Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- General knowledge of the implications on efficiency, morale and customer relations - General knowledge of ways of caring for customers - Knowledge of handling customer complain and other requests - General knowledge of Safe work practices and Personal hygiene - General knowledge of different types of service available for guest - General knowledge of up selling - Attitude: - Attentive, patient and cordial - Eye-to-eye contact - Maintain teamwork and cooperation - Theory: - Conflict resolution - Communication process	- Competent in providing customer care - Ability to work calmly and unobtrusively effectively - Ability to handle telephone inquiries and conversations - Correct procedure in handling telephone inquiries - Proper way of handling complaints - Effective communication skills - Non-verbal communication - body language - Good time management - Inter personal skills

Unit 04

UNIT TITLE	Practice effective workplace communication				
DESCRIPTOR	This unit addresses the need for effective communication in the hospitality industry. It describes the ethics of communication and shows the importance of selecting the best method of communication during various situations. It also identifies the barriers to communication and explains how to overcome them. The unit also describes how to use the telephone; the procedures for answering, transferring and holding calls, making outgoing calls and taking messages. In addition, it also highlights the need for cleaning telephone equipment.				
CODE	TRN05S1U04V1	LEVEL	3	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Communicate with customers and colleagues	1.1. Proper channels and methods of communication used 1.2. Workplace interactions with customers and colleagues appropriately made 1.3. Appropriate lines of communication followed 1.4. Verbal and non-verbal communications are appropriate to the given situation 1.5. Non-verbal communication of customer is observed responding to customer
2. Participate in workplace meetings and discussions	2.1 Meetings and discussions attended on time 2.2 Procedures to expressing opinions and following instructions clearly followed 2.3 Questions asked and responded to effectively 2.4 Meeting and discussion outcomes interpreted and implemented correctly
3. Handle relevant work related documentation	3.1 Conditions of employment understood correctly 3.2 Relevant information accessed from appropriate sources 3.3 Relevant data on workplace forms and other documents filled correctly 3.4 Instructions and guidelines understood and followed properly 3.5 Reporting requirements completed properly
4. Handle telephone	4.1 Procedures for taking messages and making outgoing calls followed correctly 4.2 Incoming calls answered correctly 4.3 Calls put on hold and transferred properly

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	4.4 Outgoing calls made efficiently 4.5 Communication in both English and Dhivehi demonstrated correctly

Range Statement

Procedures included:

- Organizational hierarchy and reporting order
- Communications procedures
- Telephone handling procedures

Aspects evaluated:

- Verbal and Non-verbal communication
- Interpersonal skills
- General attitude to customers, colleagues and work
- Conformity to policies and procedures

Tools, equipment and materials required may include:

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation

- Questioning

- Practical demonstration

- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- General knowledge of English and Divehi grammar - General knowledge of common telephone equipment - General knowledge on effective communication	- Undertake effective customer relation communications - Competent in communicating basic with customers - Fluency in English and Dhivehi language usage

UNIT TITLE	History of Airline				
DESCRIPTOR	This unit defines the competency required to assimilate into the Airline Reservations & Ticketing department. This is fundamental for working in an organization.				
CODE	TRN05S1U05V1	LEVEL	3	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Evolution of Airline History	1.1. Understanding the aviation industry as a whole 1.2. Understand the history of Airline 1.3. Address the need of Airline to enhance the development of the country. 1.4. Identify and understand the leading Airlines
2. Types of employment in the Industry	2.1. Identify the Career opportunities in the Airline 2.2. Identify the employment opportunities in the travel and tourism industry. 2.3. Describe the reality of employment in the travel and tourism industry
3. Major international travel & Tourism Organization	3.1. Identify major international travel & tourism organizations 3.2. Identify the international Air Transport Associations including IATA, SITA, and BATA etc. 3.3. Understanding the importance of these associations and their roles in the industry 3.4. Industry developments are promoted among the associations and organisations
4. Strategic alliances & Loyalty programs	4.1. Define loyalty programs and state their importance 4.2. Define Strategic alliances and state their importance

Range Statement

- This unit covers the basic knowledge of history of aviation industry & career opportunities in travel and tourism industry.
- Also, the procedures of strategic alliance and loyalty program

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- Basic principles of ethical practice when promoting the organization in a manner consistent with the organizational mission - Broad knowledge of organizational code of conduct and values that are consistent with the organizational mission - Basic understanding of organizational systems Current industry - Broad knowledge base of product	- Reading and writing skills at a level where general workplace documents can be written and understood. - Verbal communication is clear and precise, for example when explaining the importance of airline industry

Unit 06

UNIT TITLE	Geographical knowledge				
DESCRIPTOR	This unit of the competency address the knowledge of the world map and understanding the time data				
CODE	TRN05S1U06V1	LEVEL	3	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. The world's countries and continents.	1.1. Recognize the seven continents and its features 1.2. Locate the countries from the world map 1.3. Knowledge of all the countries and their airports are to be detailed 1.4. Familiarise the commonly used currencies and their conversion
2. Major cities & Airport codes.	2.1. Identify the major cities in the world and their famous characteristics
3. Coding three letter city & Airport codes.	3.1. Identify three letter city and airport cods 3.2. Encoding and decoding the three-letter city and airport cods 3.3. Identify currencies around the world
4. Time calculation	4.1. Identify the world time zones and recognize different time zones for the fare calculations 4.2. Calculate time difference by manually and by using GDS system. 4.3. Understand the benefits and disadvantages of both manual and GDS system 4.4. Follow the Industry requirements and individual requirements are observed and practiced.

Range Statement

This competency unit enable:

- To gain the knowledge of major cities & airports and world's continents & countries.
- Encoding and decoding three letter city and airport cods
- World time zones and calculating time zone by using GDS and manually

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context
- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of the world-wide countries and its airports including the major and busiest airports worldwide • Importance of three letter codes to be understood • Knowledge of world currencies and conversions	• Learning skills of the student is broadened by learning the countries, its capitals and airports • The student fully understands to encode and decode the letter codes for airports • Mathematical skills of the student is taken into account, for example in currency conversion or calculating time difference

Unit 07

UNIT TITLE	Travel formalities				
DESCRIPTOR	This unit covers the competency required to verify the proof of the passenger's identity and follow international health safe practices				
CODE	TRN05S1U07V1	LEVEL	3	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Travel requirements	1.1. Identification of travel requirements such as passports, visa & health certificates 1.2. Procedures and workplace regulations are followed 1.3. Understanding the importance of passports, visa & health certificate. 1.4. Follow the international health safe conducts
2. Immigration regulation	2.1. Recognizing and understanding currencies, different taxes involved and costumes of various countries 2.2. The travel information manual are practices and followed

Range Statement

- Verifying the information of passengers with the aid of passports, visa and health certificate
- Converting various currencies from different parts of the world.
- Following international health safe conducts
- Different types of taxes and costumes of different countries

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of international flight	• Communicate international airport

Unit 08

UNIT TITLE	The Journey				
DESCRIPTOR	The unit covers the competency knowledge related to the whole journey				
CODE	TRN05S1U08V1	LEVEL	3	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. The journey	1.1. Identification of types of journeys such as one way, return & around the world
	1.2. Recognising and selecting a destination
	1.3. Information about the most attractive and famous destination travel and tourism industry
2. Air craft servicers	2.1. Knowledge of classes of services by airline
	2.2. Identification of various types of air craft and its features such as passenger's capacity.
	2.3. Recognize the role of cabin cruise

Range Statement

- Types of journey such as one way, return & around the world
- Selecting destination
- Classes of service by air line
- Aircraft types

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic information about the word	• Services of flight
• Knowledge of transfer's	• Communicate with the customer about root

Unit 09

UNIT TITLE	Basic reservation and ticketing				
DESCRIPTOR	This unit of competency gives the knowledge of basic reservation ticketing				
CODE	TRN05S1U09V1	LEVEL	3	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. History of ticketing and new era of ticketing	1.1. Address the history of Printing methods of tickets and era of e-ticketing 1.2. Mandatory elements in creating PNR are followed according to the workplace 1.3. Importance to promoting air fares 1.4. Procedures of mandatory elements used in ticket.
2. Children and infant passengers	1.1. Preference of seats for children's and infant passengers 1.2. Allocating the seats by considering the age and states of passengers. 1.3. Addressing the health requirements of passengers

Range Statement

- Mandatory elements in Creating PNR
- One way and return fares
- Mandatory elements to use a ticket

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of reservation	• Issue a ticket

Unit 10

UNIT TITLE	Introduction, signing in and out, encode and decode				
DESCRIPTOR	This unit of competency gives the knowledge of basic reservation ticketing				
CODE	TRN05S2U01V1	LEVEL	4	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Introduction to the ticketing and reservation system	1.1 Introduction to the course 1.2 Signing in and out of a System 1.3 Agent work areas 1.4 Encode cities and airports 1.5 Decode cities and airports 1.6 Encode and decode airlines

Range Statement
- Mandatory elements in encoding and decoding
- Mandatory elements to use a ticket

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context
- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of computer application • Knowledge of encoding and decoding	• Encode and decode airport and airlines

Unit 11

UNIT TITLE	Displaying a PNR				
DESCRIPTOR	This unit of competency gives the knowledge of basic reservation ticketing				
CODE	TRN05S2U02V1	LEVEL	4	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Displaying a PNR	1.1 Display a PNR 1.1.1 Similar name lists 1.2 Redisplay PNR 1.2.1 PNR subfields 1.2.2 PNR history 1.3 Record locator return

Range Statement

- Mandatory elements in Creating PNR
- Mandatory elements to use a ticket

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context
- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of computer applications • Elements of PNR	• Creating a PNR

Unit 12

UNIT TITLE	Timetable, availability, schedules, access types				
DESCRIPTOR	This unit of competency gives the knowledge of basic reservation ticketing				
CODE	TRN05S2U03V1	LEVEL	4	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Timetable	1.1 Timetable displays 1.2 Return timetables
2. Availability	2.1 Basic flight availability 2.2 Availability from a timetable
3. Schedules	3.1 Schedule displays 3.2 Flight information
4. Access types	4.1 Availability access levels

Range Statement

- Mandatory elements in Creating PNR
- One way and return fares
- Mandatory elements to use a ticket

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of reservation	• Issue a ticket

Unit 13

UNIT TITLE	Return availability, availability change entries, airline alliances				
DESCRIPTOR	This unit of competency gives the knowledge of basic reservation ticketing				
CODE	TRN05S2U04V1	LEVEL	4	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Return availability, availability change entries	1.1 Journey types 1.2 Return availability 1.3 Availability change entries
2. Airline alliances	2.1 Airline Alliances, Codeshares, Low Cost Carriers

Range Statement

- Mandatory elements in Creating PNR
- One way and return fares
- Mandatory elements to use a ticket

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic Knowledge of reservation	• Issue a ticket

Unit 14

UNIT TITLE	Building a PNR				
DESCRIPTOR	This unit of competency gives the knowledge for building a PNR.				
CODE	TRN05S2U05V1	LEVEL	4	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Booking	1.4 Booking seats on nonstop and direct flights 1.5 Booking seats on connections
2. Entering elements	2.1 Enter basic name elements 2.2 Enter name elements with PTCs 2.3 Enter contact elements 2.4 Enter a ticketing element 2.5 Enter a received-from element
3. Build and end a complete PNR	3.1 Build and end a complete PNR 3.2 Understand Priority waitlist 3.3 Open segments 3.4 Create ARNK segments

Critical aspects
- Be able to do booking
- Be able to enter elements in building a PNR
- Be able to build and end a complete PNR

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:
- Observation
- Questioning
- Practical demonstration

Assessment context
- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- Booking	- Entering elements in building a PNR - Build and end a complete PNR

Unit 15

UNIT TITLE	E-mailing, Frequent Flyer Element				
DESCRIPTOR	This unit of competency gives the knowledge of emailing and emailing of frequent flyer element.				
CODE	TRN05S2U06V1	LEVEL	4	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
4 E-mailing, Frequent Flyer Element	1.1 Email element 1.2 Send/email frequent flyer element

Critical aspects
- Be able to email
- Be able to email/send frequent flyer element

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment context
- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Emailing	• Email elements and flyers

Unit 16

UNIT TITLE	General remark, OSI elements, SSR elements				
DESCRIPTOR	This unit of competency gives the knowledge of creating a general remark, OSI elements and SSR elements.				
CODE	TRN05S2U07V1	LEVEL	4	CREDIT	7

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. General remark, OSI elements, SSR elements	1.1 Create general Remark Element 1.1.1 OSI Element 1.2.1 SSR Element 1.3 TSA Secure Flight documentation

Critical aspects

- Be able to create general remark elements
- Be able to secure flight information

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• SSR elements	• Create general remark elements
• OSI elements	• Secure flight documentation

Unit 17

UNIT TITLE	Canceling and changing PNR elements				
DESCRIPTOR	This unit of competency gives the knowledge of canceling and changing of PNR elements.				
CODE	TRN05S2U08V1	LEVEL	4	CREDIT	7

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Cancelling and changing PNR elements	1.1 Cancelling mandatory elements 1.2 Change ticketing and phone elements 1.3 Update name elements 1.4 Cancelling optional PNR elements 1.5 Changing address and general remark elements 1.6 Changing OSI elements 1.7 Changing SSR elements 1.8 Rebooking itinerary segments 1.9 Split a PNR in six steps

Critical aspect

- Be able to cancel and change the PNR elements

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• PNR elements	• Canceling and changing of PNR elements

Unit 18

UNIT TITLE	Advance seating requests				
DESCRIPTOR	This unit of competency gives the knowledge of addressing advance seating requests.				
CODE	TRN05S2U09V1	LEVEL	4	CREDIT	7

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Advance seating requests	1.1 Understand Basic seating request 1.2 Address Seating requests with area preference 1.3 Address Seating requests with psgr type 1.4 Entering a seat wish
2. Seat maps and booking specific seats	2.1 Search Seat map from a PNR 2.2 Search Seat map from availability 2.3 Address to specific seat requests 2.4 Address Specific seat wish 2.5 Modify seating elements 2.6 Address Paid seating

Range Statement
- Be able to address advance seating requests
- Be able to search for seat maps and book specific seats

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration

Assessment context
- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of reservation	• Issue a ticket

Unit 19

UNIT TITLE	Fare displays and rules				
DESCRIPTOR	This unit of competency gives the knowledge of creating fare display and rules.				
CODE	TRN05S1U10V1	LEVEL	4	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Fare displays and rules	1.1 Identify Classes of service, normal and excursion fares 1.2 Create Fare displays 1.3 Create Fare displays for a specific carrier 1.4 Create Fare displays with specific dates 1.5 Create Fare displays for a specific fare type 1.6 Create Fare display with taxes 1.7 Create Fare display with combination of modifiers 1.8 Changing fare displays 1.9 Create Fare notes 1.10 Displaying specific categories of fare notes
2. Pricing itineraries	2.1 Create Basic itinerary pricing 2.2 Moving to a single passenger pricing display 2.3 Best buy pricing 2.4 Stored pricing 2.5 Displaying a TST from a list 2.6 Form of payment 2.7 Miscellaneous fare elements

Range Statement
- Mandatory elements in Creating PNR
- One way and return fares
- Mandatory elements to use a ticket

Assessment guide
Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of reservation	• Issue a ticket

Unit 20

UNIT TITLE	Issuing tickets				
DESCRIPTOR	This unit of competency gives the knowledge of basic reservation ticketing				
CODE	TRN05S1U11V1	LEVEL	4	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Issuing tickets	1.1 Introduction to ticketing 1.2 Understand Electronic ticketing 1.3 Issuing electronic tickets 1.4 Interline electronic tickets 1.5 Ticketing with consolidator fare 1.6 Issuing paper tickets 1.7 Voiding tickets 1.8 Ticket exchange overview
2. Issuing EMDs	2.1 Ancillary services and EMDs 2.2 Pricing an ancillary service 2.3 Issuing an EMD 2.4 Standalone EMDs

Range Statement
- Mandatory elements in Creating PNR
- One way and return fares
- Mandatory elements to use a ticket

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context
- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of reservation	• Issue a ticket

Unit 21

UNIT TITLE	Queues				
DESCRIPTOR	This unit of competency gives the knowledge of basic reservation ticketing				
CODE	TRN05S1U12V1	LEVEL	4	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Queues	2.1 Introduction to queues 2.2 Taking queue counts 2.3 Queue placement 2.4 Option element 2.5 Accessing a queue 2.6 Removing a PNR from queue 2.7 Placing a PNR on the delay queue
2. Queue tasks	2.1 Changing segment status 2.2 waitlist clearance queue 2.3 schedule changes 2.4 confirmation queue 2.5 waitlist assurance 2.6 consolidator fares

Range Statement
- Mandatory elements in Creating PNR
- One way and return fares
- Mandatory elements to use a ticket

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of reservation	• Issue a ticket

Unit 22

UNIT TITLE	Calculator and currency functions, minimum connect times				
DESCRIPTOR	This unit of competency gives the knowledge of basic reservation ticketing				
CODE	TRN05S1U12V1	LEVEL	4	CREDIT	5

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Calculator and currency functions, minimum connect times	1.1 System calendar functions 1.2 System clock functions 1.3 System calculator functions 1.4 Currency conversion 1.5 Minimum connecting times
2. Help system & Advanced Information	2.1 Using the Help system 2.2 Using the AIS

Range Statement

- Mandatory elements in Creating PNR
- One way and return fares
- Mandatory elements to use a ticket

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
- Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
• Basic knowledge of reservation	• Issue a ticket