



**Australian Government**

# **SITTTSL011 Source airfares for domestic flights**

**Release: 1**

## SITTTSL011 Source airfares for domestic flights

### Modification History

Not applicable.

### Application

This unit describes the performance outcomes, skills and knowledge required to create flight itineraries and source airfares for domestic air travel. It requires the ability to interpret flight information and conditions applicable to specific fares and to quote on airfares that meet customer needs.

The unit applies to tourism and travel industry organisations that sell domestic airfares such as travel agencies, tour wholesalers and consolidators.

It applies to frontline sales and operations personnel who operate with some level of independence and under limited supervision. This includes travel consultants and managers, ticketing consultants, consolidator ticketing officers and reservations and operations consultants.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Competency Field

Tourism Sales and Operations

### Unit Sector

Tourism

### Elements and Performance Criteria

#### ELEMENTS

Elements describe the essential outcomes.

1. Interpret domestic airfare information.
2. Create domestic flight itineraries and airfares.

#### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and access sources of fare information.
- 1.2. Interpret information on domestic flights, fares and conditions applicable to specific fares.
- 2.1. Identify domestic flight options to meet customer needs.

- 2.2. Create flight itineraries and source airfares for direct and connecting domestic flights.
  - 2.3. Source costs for promotional and sector fares.
  - 2.4. Identify costs of concession fares.
  - 2.5. Calculate taxes, fees and surcharges.
  - 2.6. Check calculations for accuracy.
  - 2.7. Compare domestic airfares and quote optimum airfare that meets customer needs.
3. Document and maintain records of calculations.
    - 3.1. Record full details of the calculated airfare.
    - 3.2. Minimise use of printed materials and maximise electronic record keeping to reduce waste.

## Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> <li>• interpret complex flight schedules, airline and consolidator fare schedules and applicable conditions</li> <li>• research and sort relevant airfare information.</li> </ul>
Writing skills to:	<ul style="list-style-type: none"> <li>• record accurate and legible records of fare calculations.</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>• enter data from a number of sources and complete calculations and checks with that data</li> <li>• identify and resolve mistakes in calculations.</li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>• prepare fare quotations in correct customer file sequence according to the earliest departure dates for customers.</li> </ul>
Technology skills to:	<ul style="list-style-type: none"> <li>• use appropriate technological devices to interpret the outcomes and cost optimum airfares for customers</li> <li>• use calculators, computers, software programs and printers when preparing airfare calculations.</li> </ul>

## Unit Mapping Information

SITTTSL309 Source airfares for domestic flights

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>