

DISCUSSION FORUM AND TERM PAPER ASSIGNMENT

Unit 33: Airfares And Ticketing 1

Unit code: R/601/5423

QCF level: 2

Credit value: 10

AIM

The aim of this unit is to enable learners to construct a range of fares for different journeys/itineraries.

UNIT ABSTRACT

The unit enables learners to develop their skills in order to quote fares, interpret and issue air travel documentation and provide air travel information accurately and speedily to the standard required for those employed within business travel agencies and airline reservations. The unit provides opportunities for learners to develop their knowledge and skills to a level required by industry regulations as set by the International Air Transport Association (IATA). These skills are useful for other parts of the travel and tourism sector such as retail agents and tour operators.

Air transport is one of the most dynamic industries in the world. The International Air Transport Association (IATA) is its global trade organisation. Part of IATA's role is to set standards and guidelines on air fare construction and the issuing of air travel documentation. Many components of the travel and tourism sector are involved in dealing with airlines, providing information, quoting and constructing fares and issuing tickets. Therefore understanding and gaining knowledge of these global standards will provide prospective employees with a skill desirable by industry.

The first part of the unit will provide learners with the skills needed to provide air travellers with a range of information. This is followed by constructing and quoting a range of airfares from first class to economy, one way and return, for both adult and child passengers in accordance with relevant rules and restrictions. Learners will also develop the skills to complete tickets and understand ticketing procedures and abbreviations used by IATA within the ticketing process, whether in the form of manual, automated or eticketing. IATA also issues other documentation in conjunction with air tickets and the final part of the unit allows learners to develop the skills to issue and interpret this documentation when required.

While this unit provides the skills and understanding of IATA procedures a further external examination may be taken in order to gain industry-recognised qualifications.

LEARNING OUTCOMES

On successful completion of this unit a learner should know:

1. Know IATA codes
2. Know IATA areas
3. Understand IATA terms and definitions
4. Understand fare types
5. Be able to construct the most appropriate fares
6. Be able to construct basic fares using the mileage system
7. Be able to interpret air travel documentation
8. Know baggage allowances, taxes, fees and charges.

ASSIGNMENT ONE

Course Content

LO 1. Know IATA codes: IATA three letter-city/airport codes; airline designator codes; country codes; currency codes; aircraft codes; tax codes; flight routings

LO 2. Know IATA Geographical areas: traffic conference areas 1, 2 and 3; subareas of traffic conference areas 1, 2 and 3

LO 3. Understand IATA terms and definitions: Global indicators (EH, WH, AP, TS and AT); stopovers; time (elapsed flying times, local times); flight schedules; minimum connecting times; pricing units; fare components; tickets, eg e-ticket, two coupon ticket, four coupon ticket, conjunction ticket

P1-P9 – M1

In order to evidence P1, learners should provide a general description of why IATA uses a range of codes as part of their standards and describe the different codes as specified in the unit content. A description of what flight routings are should also be provided.

To achieve P2, learners must demonstrate their ability to encode and decode the range of different codes; evidence must show learners' ability to deal with each code more than once.

P3 and P4 require the learner to define each IATA traffic conference area and their relevant sub areas.

In order to achieve P5, P6, P7, P8 and P9, learners need to explain what each of the terms specified in the unit content are. For example, elapsed flying time is the length of time the aircraft is in the air and is calculated from the departure and arrival times as shown in the flight schedule. As flight schedules show local times, then conversion to the same time zone is needed to calculate the elapsed flying time. In addition to this, learners should provide more than one practical example of each of the terms and definitions to demonstrate their abilities and understanding.

To achieve a pass grade some inaccuracies are allowed; however the assessor should not allow more than three mistakes in total for this criterion. Evidence can be in written format or by oral questioning, with appropriate records justifying achievement signed and dated by learners and tutors.

For M1, learners should be more confident, efficient and accurate in using the manuals and completing the evidence required independently and with no mistakes. At this level learners must also provide evidence of dealing with customers face to face; this could allow a large percentage of the unit content to be covered within one exercise. Assessors should note that learners often find role-play situations difficult to start with and therefore practice is recommended to allow learners the opportunity to access the higher grades.

When taking part in practical assessment such as role-plays evidence should be supported by observation sheets signed and dated by the assessor detailing how and why learners have achieved individual criterion.

CASE STUDY, TASKS AND INSTRUCTIONS:

You are a new hire within the airline reservations office of a major Airline Company and the job requires that you learn the skills needed to provide its air travellers with a range of information. So, you **MUST** practice and learn the following IATA Codes, IATA Geographical Areas, and IATA term and definitions.

In Teams of 6 members will practice and learn the codes for general and company-related knowledge:

- ❖ Each member of the team works with a different airline: International Airlines Group; Southwest Airlines; China Southern Airlines; United Continental Holdings; Delta; & American Airlines Group.
- ❖ The major cities and countries; IATA codes and definitions for the top 30 world airlines; IATA 3 letter codes for the major airports around the world; currency codes; codes for various aircrafts in your company's fleets; tax codes; flight routings; Traffic conference areas 1, 2 and 3 and its sub-areas; and the various IATA Terms and Definitions given.

Individually you will demonstrate learning in the following ways:

- ❖ Complete the **three multiple choice tests online (weeks 1-3; week 4; and week 5 learning activities) OR**
- ❖ Complete the **three multiple choice tests orally** via video conferencing or face-to-face.
- ❖ You will also: Provide a general description of why IATA uses a range of codes as part of their standards and describe the different codes as specified in the unit content. A description of what flight routings are should also be provided. Please submit this evidence in writing to meet the term-paper requirements for P1.
- ❖ Explain what each of the terms specified in the unit content are. For example, elapsed flying time is the length of time the aircraft is in the air and is calculated from the departure and arrival times as shown in the flight schedule. As flight schedules show local times, then conversion to the same time zone is needed to calculate the elapsed flying time. In addition to this, **you will provide more than one practical example of each of the terms and definitions** to demonstrate their abilities and understanding. Please submit this evidence in writing to achieve the term-paper requirements for P5, P6, P7, P8 and P9.

WEEKS 1- 3 Learning Activities: Review and learn the IATA Codes and take Test 1

- ❖ IATA three letter-city/airport codes;
- ❖ Airline designator codes;
- ❖ Country codes;
- ❖ Currency codes;
- ❖ Aircraft codes;
- ❖ Tax codes;
- ❖ Flight routings

WEEK 4 Learning Activities: Review and learn the IATA Geographical Areas and Take Test 2:

- ❖ Traffic conference areas 1, 2 and 3;
- ❖ subareas of traffic conference areas 1, 2 and 3

WEEK 5 Learning Activities: Review and learn IATA Terms and Definitions and take Test 3:

- ❖ Global indicators (EH, WH, AP, TS and AT);
- ❖ Stopovers;
- ❖ Time (elapsed flying times, local times);

- ❖ Flight schedules;
- ❖ Minimum connecting times;
- ❖ Pricing units;
- ❖ Fare components;
- ❖ Tickets, eg e-ticket,
- ❖ Two coupon ticket,
- ❖ Four coupon ticket,
- ❖ Conjunction ticket

TEAM MEMBER PARTICIPATION AND REQUIREMENTS

This assignment is in partial completion of the mid-semester term paper. ALL members of the Discussion Forum Group **MUST** attend and participate in **ALL four required group meetings**. Submit a separate report with the group meeting attendance record and a detailed summary of the processes and roles adapted to complete this assignment.

DEADLINE TO COMPLETE THE ASSIGNMENTS:

- ❖ You will request the test from sso@studyaimusa.org when you are ready to take them. It is recommended that you take the different tests at least two weeks apart.
- ❖ The tests will be administered to you within 5-10 days of the written request made to SSO for testing. SSO will confirm the available date.
- ❖ You must take the test on the agreed dates. If you miss this testing date, this is still counted as an attempt.
- ❖ Take the three tests before the start of week 7 of the semester the unit is taught on.
- ❖ The Resit fee after the first two attempts (online and oral) on each of the assignments is \$10. This means you have a total of 6 attempts allowable for all three assessments (three written and three oral). The 7th attempt and thereafter is charged at \$10 per testing.
- ❖ Take the tests as many times as needed to pass.
- ❖ Each test is supervised through video and audio. Thus, your computer must be video and audio capable so we can invigilate the testing. Audio and video must be on the entire time for the assessment and test results to be valid.
- ❖ Students pay printing costs to print-out the test results. The test paper and results page are the submitted evidence for the term-paper. Check with Library And Media Services for the printing costs.
- ❖ You will submit the written portion of the individual assignment on the datelines given in the term-papers.

RESOURCES

The following Reading Assignments are for lead discussion at the group meetings and to assist with carrying out the assignments:

- ❖ Maps; Cities: International Airlines And Airports; IATA Airport Codes; Currency Codes

LINK: <http://www.nationsonline.org/oneworld/airlines.html>

- ❖ IATA Manual Price: \$3,500

Available for purchase at sso@studyaumus.org

GRADING

To Pass the Discussion Forum you must:

- Participate in no less than 8 of the 12 group meetings in the semester.
- Answer the questions in sufficient length and breadth to demonstrate:
 - grasp of the subject content
 - ability to apply the knowledge to the context provided;
 - ability to think critically and identify risks, limitations and challenges in the contents and contexts provided;
 - ability to engage and cooperate in a team; and
 - ability to meet deadlines by completing the assignments and posting them to the group on or before the published deadlines.

You will **fail the discussion forum** and unit if you:

- Fail to post the required number of times (8 of 12).
 - Fail to demonstrate reasonable breadth of knowledge in the content area.
 - Fail to properly cite your sources. Plagiarism is not tolerated under any circumstances.
 - Fail to present original work. Do not duplicate from your peers' work posted in the group.
 - Fail to consistently engage or participate in the required team-work and group dialogue.
 - Fail to post your assignment by the published weekly deadlines.
- ❖ There is no Re-sit permitted on the Discussion Forum. If you fail the Forum, you fail this course unit.