

US 25502 Demonstrate knowledge of wholesale travel ticketing consultant role responsibilities, and complete ticketing tasks

Level: 3 Credit: 4 Version: 1

This evidence guide aims to assist you in preparing for assessment of this unit standard. It outlines the requirements for each element in the unit standard and the knowledge you need to have before you are assessed.

Purpose

People credited with this unit standard are able to demonstrate knowledge of the role responsibilities of a wholesale travel ticketing consultant, and complete wholesale travel ticketing tasks.

This unit standard is specifically designed for use within a wholesale travel environment.

Assessment Conditions

- This unit standard has been designed for assessment in a travel industry workplace. Evidence of competency in this unit standard cannot be demonstrated under simulated conditions in a training provider environment

Prerequisites

Nil

Definitions

Travel industry workplace policies and procedures refer to documented instructions about workplace expectations, these must include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

Sources of Evidence

- Verbal answers
- Written answers
- Observation
- Letter of Attestation
- Worksheet

Instructions

- Read through the checklist on the following pages; if you can confidently tick all the boxes then you are ready to be assessed
- The column labelled *evidence* is there for you to make notes about the type of evidence

you are going to supply

- If evidence is cross-referenced from other unit standards, the assessor must indicate the unit standards that are used as the basis of this cross-referencing
- If you are unsure of any requirements you may contact your assessor or workplace mentor for further clarification. It is recommended that you have all your evidence prepared before you meet with your assessor

Appeal process

If a candidate is dissatisfied with the assessment process or results they may appeal to have the assessment decision reconsidered. *The candidate should be referred to the appeal process of the assessor, provider or workplace.*

Re-submission policy

The candidate should be referred to the re-submission policy of the assessor, provider or workplace.

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☑	Performance Criteria	Evidence
Element 1: Demonstrate knowledge of the role responsibilities of a wholesale travel ticketing consultant.		
1.1	<p>You are required to describe the role responsibilities of a wholesale travel ticketing consultant in accordance with travel industry workplace policies and procedures.</p> <p>Responsibilities may include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Answering enquiries from wholesale consultants <input type="checkbox"/> Ticketing <input type="checkbox"/> Queues <input type="checkbox"/> Liaising with airline staff <input type="checkbox"/> Other, please specify 	

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<input checked="" type="checkbox"/>	Performance Criteria	Evidence
Element 2: Complete wholesale travel ticketing tasks.		
2.1	<p>You are required to check passenger name records (PNRs) and issues needing resolution are referred to the wholesale travel consultant in accordance with airline requirements and travel industry workplace policies and procedures.</p> <p><input type="checkbox"/> Evidence is required for six (6) different PNRs. Two (2) of these must include at least six (6) sectors.</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 	

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2.2	<p>You are required to ticket PNRs in accordance with airline requirements and travel industry workplace policies and procedures.</p> <p><input type="checkbox"/> Evidence is required for six (6) different PNRs. Two (2) of these must include at least six (6) sectors.</p> <ol style="list-style-type: none">1.2.3.4.5.6.	
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2.3	<p>You are required to reissue tickets in accordance with airline requirements and travel industry workplace policies and procedures.</p> <p><input type="checkbox"/> Evidence is required for three (3) different reissues.</p> <ol style="list-style-type: none">1.2.3.	
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