

US 25505 – Process short haul air travel requirements using a computer reservation system.

Level: 3 Credit: 5 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: operate a computer reservation system as an information and business tool for short haul air travel; complete short haul air travel arrangements using a computer reservation system; amend and cancel short haul air travel arrangements using a computer reservation system; and cost and process short haul air travel arrangements using a computer reservation system.

Definitions

Computer reservation system refers to any computer system used in the travel industry to make reservations. For example – a global distribution system (GDS), an airline website, a wholesale travel system (Calypso).

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.

Queues refer to an automated response from a supplier which relates to a reservation and requires a mandatory action. For example – confirmation of a request, confirmation of an airline waitlist, schedule changes.

Multi-sector reservations refer to two or more flight reservations, which may include return flights. For example – Auckland/Wellington/Auckland.

Suppliers, in the context of this unit standard, may include wholesalers and/or direct suppliers.

Resources

The following resources may be helpful when preparing evidence for this unit standard.

- Internet research, e.g. www.airnewzealand.co.nz

Summary of Evidence Requirements

- Using a computer reservation system

Instructions

- Read though the checklist on the following pages; if you can confidently tick all the boxes then you are ready to be assessed. If not, you will need to complete additional work before you are assessed.
- The column labelled *evidence* is there for you to make notes about the type of evidence you are going to supply. This is optional.

- 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.

Appeals 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.

Trainee Evidence Guide for US 25505



<input checked="" type="checkbox"/>	Performance criteria	Evidence
Element 1	Operate a computer reservation system as an information and business tool for short haul air travel.	
1.1	<p>You are required to operate a computer reservation system. Range may include but is not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Log-on <input type="checkbox"/> Encoding <input type="checkbox"/> Decoding <input type="checkbox"/> Schedules and available displays <input type="checkbox"/> Queues <input type="checkbox"/> Log-off <input type="checkbox"/> Other please specify. <p><input type="checkbox"/> Evidence of four (4) different tasks is required.</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 	

Trainee Evidence Guide for US 25505



<input checked="" type="checkbox"/>	Performance criteria	Evidence
1.2	<p>You are required to provide reference information to meet the requests of customers. Range may include but is not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Flight service information <input type="checkbox"/> Displaying local time <input type="checkbox"/> Travel information <input type="checkbox"/> General information <input type="checkbox"/> Minimum connecting time <input type="checkbox"/> Other please specify. <p><input type="checkbox"/> Evidence is required for four (4) different types of reference information.</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 	

Trainee Evidence Guide for US 25505



<input checked="" type="checkbox"/>	Performance criteria	Evidence
Element 2 Complete short haul air travel arrangements using a computer reservation system.		
2.1	<p>You are required to create three (3) passenger name records (PNRs) containing correct information in all of the mandatory fields.</p> <p><input type="checkbox"/> Evidence is required for three (3) different multi-sector reservations, of which one must include an adult, child and/or infant.</p> <ol style="list-style-type: none"> 1. 2. 3. 	

Trainee Evidence Guide for US 25505



<input checked="" type="checkbox"/>	Performance criteria	Evidence
2.2	<p>You are required to process special requests in accordance with customer and airline requirements. Range may include but is not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Frequent flyer details <input type="checkbox"/> Seat requests <input type="checkbox"/> Special meals <input type="checkbox"/> Passenger status (VIP, CIP) <input type="checkbox"/> Children and infants' ages <input type="checkbox"/> Total complete party (TCP) <input type="checkbox"/> Other please specify. <p><input type="checkbox"/> Evidence is required for three (3) different multi-sector reservations, of which one must include an adult, child and/or infant. Each of the reservations must include at least one (1) special request.</p> <ol style="list-style-type: none"> 1. 2. 3. 	

Trainee Evidence Guide for US 25505



<input checked="" type="checkbox"/>	Performance criteria	Evidence
2.3	<p>You are required to make reservations in accordance with airline and customer requirements.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Evidence is required for three (3) different multi-sector reservations, of which one (1) must include an adult, child and/or infant. <ol style="list-style-type: none"> 1. 2. 3. 	

Trainee Evidence Guide for US 25505



<input checked="" type="checkbox"/>	Performance criteria	Evidence
Element 3	Amend and cancel short haul air travel arrangements using a computer reservation system.	
3.1	<p>You are required to amend reservations in accordance with customer requirements.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Evidence is required for two (2) different reservations being amended. <ol style="list-style-type: none"> 1. 2. 	
3.2	<p>You are required to cancel reservations to meet customer requirements.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Evidence is required of one (1) cancelled reservation. 	

Trainee Evidence Guide for US 25505



<input checked="" type="checkbox"/>	Performance criteria	Evidence
Element 4 Cost and process short haul air travel arrangements using a computer reservation system.		
4.1	<p>You are required to cost travel arrangements in accordance with:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Customer requirements <input type="checkbox"/> Travel industry workplace policies and procedures <input type="checkbox"/> Suppliers' requirements <p><input type="checkbox"/> Evidence is required for the costing of travel arrangements for three (3) different multi-sector reservations: of which one (1) should include an adult, child and/or infant.</p> <ol style="list-style-type: none"> 1. 2. 3. 	

Trainee Evidence Guide for US 25505



☑	Performance criteria	Evidence
4.2	<p>You are required to process travel arrangements in accordance with:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Travel industry workplace policies and procedures <input type="checkbox"/> Suppliers' requirements <input type="checkbox"/> Evidence is required for the process of travel arrangements for three (3) different multi-sector reservations, of which one (1) should include an adult, child and/or infant. <ul style="list-style-type: none"> 1. 2. 3. <input type="checkbox"/> Evidence is required for e-tickets issued or requested for three (3) reservations. 	