

US 25509 – Demonstrate knowledge of wholesale travel operations

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 of the unit standard: People credited with this unit standard are able to demonstrate knowledge of: wholesale travel operations; the structure of wholesale travel operators; products and preferred suppliers in relation to wholesale travel operations; and financial operations in a wholesale travel environment.

Definitions from the Unit Standard

Products refer to products and/or services.

Wholesale travel operations refer to travel workplaces involved in inbound and outbound travel. In the travel industry these workplaces are also known as outbound tour operators, general sales agents (GSAs), inbound tour operators and/or domestic tour operators.

Summary of Evidence Requirements

- Verbal answers
- Written answers.

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.
- 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 25509



☑	Performance criteria	Evidence
Element 1	Demonstrate knowledge of wholesale travel operations.	
1.1	You are required to describe the role of a wholesaler in terms of the relationship with all other parties in the distribution chain. Other parties must include: <ul style="list-style-type: none"> <input type="checkbox"/> Suppliers. <input type="checkbox"/> Other wholesalers. <input type="checkbox"/> Travel agencies. 	
1.2	You are required to explain the differences between: <ul style="list-style-type: none"> <input type="checkbox"/> Inbound and outbound wholesalers in relation to wholesale travel operations. 	
1.3	You are required to explain the booking process for wholesale travel operations between: <ul style="list-style-type: none"> <input type="checkbox"/> Retail travel consultant to wholesaler. <input type="checkbox"/> Wholesaler to suppliers. 	

☑	Performance criteria	Evidence
Element 2	Demonstrate knowledge of the structure of a wholesale travel operator.	
2.1	<p>You are required to describe a wholesale travel operator in terms of key operating divisions and the roles that each performs. Key operating divisions may include but are not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Consultants. <input type="checkbox"/> Operations. <input type="checkbox"/> Finalisations. <input type="checkbox"/> Ticketing. <input type="checkbox"/> Consolidation. <input type="checkbox"/> Accounts. <input type="checkbox"/> Sales representatives. <input type="checkbox"/> Database management. <input type="checkbox"/> Product and marketing. <input type="checkbox"/> Groups. <input type="checkbox"/> Sports and events. <input type="checkbox"/> Special interest. <input type="checkbox"/> GSAs. <p>Evidence is required for four (4) different key operating divisions and the roles each perform.</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 	

☑	Performance criteria	Evidence
2.2	<p>You are required to identify relationships between key operating divisions and explain interdependencies in relation to wholesale travel operations.</p> <p>Evidence is required for two (2) different relationships and explanation of their interdependencies.</p> <ol style="list-style-type: none"> 1. 2. 	

☑	Performance criteria	Evidence
Element 3	Demonstrate knowledge of products and preferred suppliers in relation to wholesale travel operations.	
3.1	<p>You are required to identify products available through specialist wholesale divisions. Specialist wholesale divisions may include but are not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Australia. <input type="checkbox"/> Pacific Islands. <input type="checkbox"/> USA and Canada. <input type="checkbox"/> United Kingdom and Europe. <input type="checkbox"/> The Orient. <input type="checkbox"/> Adventure travel. <input type="checkbox"/> Cruising. <p>Evidence is required for eight (8) different products for one (1) specialist wholesale division.</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 	

☑	Performance criteria	Evidence
3.2	<p>You are required to identify preferred wholesale specialist divisions and explain reasons for them being used in relation to wholesale travel operations. Preferred suppliers may include but are not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Airlines. <input type="checkbox"/> Hotel chains. <input type="checkbox"/> Rental car operators. <input type="checkbox"/> Tour operators. <input type="checkbox"/> Ground operators. <p>Ability to identify two (2) specialist wholesale divisions in PC 3.1, and explain two (2) preferred suppliers for each and the reasons for using them.</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 	
3.3	<p>You are required to explain the advantages of dealing with preferred suppliers in relation to wholesale travel operators.</p> <ul style="list-style-type: none"> <input type="checkbox"/> 	

<input checked="" type="checkbox"/>	Performance criteria	Evidence
Element 4	Demonstrate knowledge of financial operations in a wholesale travel environment.	
4.1	You are required to explain the following financial terminology in accordance with travel industry usage. <ul style="list-style-type: none"> <input type="checkbox"/> Gross rates. <input type="checkbox"/> Net rates. <input type="checkbox"/> Mark-ups. <input type="checkbox"/> Margins. 	
4.2	You are required to explain financial transaction methods to suppliers in terms of wholesale travel operations. May include but is not limited to: <ul style="list-style-type: none"> <input type="checkbox"/> Invoicing. <input type="checkbox"/> Pre-paid suppliers. 	

☑	Performance criteria	Evidence
4.3	<p>You are required to explain sources of revenue in relation to wholesale travel operators. Sources of revenue may include but is not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sales. <input type="checkbox"/> Commission. <input type="checkbox"/> Overrides. <input type="checkbox"/> Incentives. <input type="checkbox"/> Amendment fees. <input type="checkbox"/> Cancellation fees. <input type="checkbox"/> Communication fees. <p>Evidence is required for four (4) different sources in relation to wholesale travel operations.</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 	

☑	Performance criteria	Evidence
4.4	<p>You are required to explain the consequences of making mistakes in the workplace in relation to wholesale travel operations. Mistakes may be but is not limited to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Missing ticketing time limits. <input type="checkbox"/> Misquoting. <input type="checkbox"/> Booking the wrong product. <input type="checkbox"/> Incorrect details on itineraries and documentation. <p>Evidence is required for the consequences of two (2) different mistakes.</p> <ol style="list-style-type: none"> 1. 2. 	