

Title	Demonstrate knowledge of and process domestic air travel		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: demonstrate knowledge of domestic airlines in New Zealand; establish customer requirements, source information, and produce itineraries and quotations for air travel in New Zealand; and complete domestic air travel reservations and related documentation.
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Classification	Tourism > Travel
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Available grade	Achieved
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Explanatory notes

1 Definitions

One-way journey refers to a journey which involves at least one flight from origin to destination. For example – Auckland to Wellington. This journey may involve a transfer or stopover. For example – Dunedin to Wellington via Christchurch.

Return journey refers to a journey which involves at least two flights from origin to destination, back to origin. For example – Auckland to Wellington and then Wellington to Auckland. This journey may involve a transfer or stopover. For example – Dunedin to Wellington via Christchurch and then Wellington to Dunedin direct.

Multi-sector journey refers to a journey which involves two or more flights and must include a transfer or stopover. This could be a one way or return journey.

Flexible fare refers to airfares which can be amended at no additional cost, and are fully refundable.

Restricted fare refers to airfares which can be amended for an additional cost, and are either non-refundable or incur a cancellation fee.

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.

- 2 This unit standard may be assessed against in a travel industry workplace when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standard of a travel industry workplace.

Outcomes and evidence requirements

Outcome 1

Demonstrate knowledge of domestic airlines in New Zealand.

Evidence requirements

1.1 Routes flown by scheduled airlines that operate within New Zealand are identified and described.

Range evidence is required for two airlines.

1.2 Passenger baggage allowances of airlines are identified.

Range checked, carry-on, seat and bag;
evidence is required for two airlines.

1.3 Airline passenger check-in facilities and check-in times are identified.

Range evidence is required for two airlines.

Outcome 2

Establish customer requirements, source information, and produce itineraries and quotations for air travel in New Zealand.

Evidence requirements

2.1 Information obtained from the customer enables their needs to be determined.

Range information may include but is not limited to – purpose of trip, timings, destination(s), budget, airline preferences, seating requirements, special services required.

2.2 Timetables or schedules are accessed to provide advice on flight options in accordance with customer requirements.

Range one-way journey, return journey, multi-sector journey.

2.3 Information obtained from timetables or schedules is used to produce an itinerary and quotation.

Range one-way journey, return journey, multi-sector journey, flexible fare, restricted fare, adult, child or infant, unaccompanied minor.

2.4 Fare rules are explained to customer in relation to itinerary and quotation prepared.

Range evidence is required for all itineraries and quotations produced in performance criterion 2.3.

2.5 Customers are advised of security procedures at domestic airports in accordance with airport requirements and travel industry workplace policies and procedures.

Outcome 3

Complete domestic air travel reservations and related documentation.

Evidence requirements

3.1 Reservations are made in accordance with customer and airline requirements, and travel industry workplace policies and procedures.

Range one-way journey, return journey, multi-sector journey, flexible fare, restricted fare, adult, child or infant, unaccompanied minor.

3.2 E-tickets are processed or requested in accordance with travel industry workplace policies and procedures and suppliers' requirements.

Range one-way journey, return journey, multi-sector journey, flexible fare, restricted fare, adult, child or infant, unaccompanied minor.

3.3 E-tickets are provided to the customer in accordance with travel industry workplace policies and procedures.

3.4 An e-ticket re-issue is processed in accordance with travel industry workplace policies and procedures and suppliers' requirements.

3.5 An e-ticket refund is processed in accordance with travel industry workplace policies and procedures and suppliers' requirements.

Replacement information	This unit standard replaced unit standard 3735.
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Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	30 April 2001	31 December 2018
Revision	2	18 January 2005	31 December 2018
Review	3	20 February 2009	31 December 2018
Review	4	16 February 2017	N/A

Consent and Moderation Requirements (CMR) reference	0078
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.