

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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Guidance Information

1 Definitions

Current travel industry resources refer to any resources, manual or electronic, used by a travel industry workplace. Examples may include but are not limited to – supplier or wholesale brochures, websites, computer reservation system.

Destination refers to the place visited that is central to the decision to take the trip.

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

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.

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.

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

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.

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

- 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.

- 3 All tasks are to be carried out in accordance with travel industry workplace policies and procedures.
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Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of domestic airlines in New Zealand.

Performance criteria

- 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.

Performance criteria

- 2.1 Information is obtained from the customer to determine customer needs.

Range information may include but is not limited to – purpose of trip, timings, destination(s), budget, airline preferences, seating requirements, special services required;
evidence of four is 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 may include but is not limited to – one-way journey, return journey, multi-sector journey, flexible fare, restricted fare, adult, child or infant, unaccompanied minor;
evidence is required for four different journey types or passenger types.

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.

Outcome 3

Complete domestic air travel reservations and related documentation.

Performance criteria

3.1 Reservations are made in accordance with customer and airline requirements.

Range may include but is not limited to – one-way journey, return journey, multi-sector journey, flexible fare, restricted fare, adult, child or infant, unaccompanied minor; evidence is required of four different journey types.

3.2 E-tickets are processed or requested in accordance with supplier requirements.

Range may include but is not limited to – one-way journey, return journey, multi-sector journey, flexible fare, restricted fare, adult, child or infant, unaccompanied minor; evidence of four is required.

3.3 E-tickets are provided to the customer.

3.4 An e-ticket re-issue is processed in accordance with supplier requirements.

3.5 An e-ticket refund is processed in accordance with supplier requirements.

Replacement information	This unit standard replaced unit standard 3735.
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Planned review date	31 December 2025
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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	31 December 2022
Review	5	26 November 2020	N/A

Consent and Moderation Requirements (CMR) reference

0112

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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.