Title	Demonstrate knowledge of airline terminology and products used in the travel industry		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: demonstrate knowledge of airline terminology used in the travel industry; describe the International Air Transport Association (IATA); and describe international airlines operating to and from New Zealand.

Classification	Tourism > Travel

Available grade	Achieved

Guidance Information

1   Definitions
    International airlines operating to and from New Zealand refers to airlines with direct services to and from New Zealand.
    Products refer to products or services.
    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.

2   All tasks are to be carried out in accordance with travel industry workplace policies and procedures.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of airline terminology used in the travel industry.

Performance criteria

1.1   Terms and phrases are explained.

Range   may include but is not limited to – global alliance, code share, low cost carrier, full service carrier, frequent flyer programme, seasonality, airline routing, airline schedule, hub city, air pass, airline stopover package, open jaw, transit, transfer, backtracking, unaccompanied minor, encoding, decoding, city code, airport code, airline code, service class, seat pitch, departure tax, security tax, airside, landside;
evidence is required for 12.

1.2   Acronyms and abbreviations are explained.

Range   may include but is not limited to – PAX, FOC, ETA, ETD, OW, RTW, OSI, SSR, TCP, IATA, ICAO, LCC, FSC, BSP, ROE;
evidence is required for ten.

1.3   Each letter of the alphabet is translated into its phonetic equivalent.

1.4   Airlines are encoded and decoded in accordance with IATA codes.

Range   evidence is required for 10 airlines to be encoded and ten different airlines to be decoded.

Outcome 2

Describe the International Air Transport Association (IATA).

Performance criteria

2.1   The function of IATA is described in terms of airline industry representation and support.

Outcome 3

Describe international airlines operating to and from New Zealand.

Range   evidence is required for three airlines.

Performance criteria

3.1   Airlines are described in terms of the products they offer.

Range   products include – routes, global alliance programme affiliations, code share partners, frequent flyer programme details, classes of service offered, baggage allowances, low cost or full service, commission structure;
evidence is required of five products.

Planned review date	31 December 2025

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 October 2008	31 December 2018
Review	2	16 February 2017	31 December 2022
Review	3	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 ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.