

<b>Title</b>	<b>Complete consolidation consultant quotation tasks within a consolidation environment in the travel industry</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to complete consolidation consultant quotation tasks within a consolidation environment in the travel industry.
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<b>Classification</b>	Tourism > Travel
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Quotations may be produced electronically or manually in accordance with airline requirements and travel industry workplace policies and procedures.
- 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 standards of a travel industry workplace.
- 3 Definitions  
*Consolidation environment* refers to a division within a wholesale travel organisation or a standalone organisation which only deals with international airfares.  
*Specialist consolidation product knowledge* refers to airline and airline-related information and may include but is not limited to – airline routes, alliances, fare types, taxes, fuel surcharges.  
*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.

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### Outcomes and performance criteria

#### Outcome 1

Complete consolidation consultant quotation tasks within a consolidation environment in the travel industry.

**Performance criteria**

- 1.1 Specialist consolidation product knowledge is demonstrated.
- Range respond to specialist consolidation enquiries; evidence is required for three enquiries.
- 1.2 Point to point itineraries are quoted in accordance with airline requirements.
- Range short haul, long haul; evidence is required for four different itineraries for each.
- 1.3 Short haul and long haul itineraries are quoted in accordance with airline requirements.
- Range short haul and long haul itineraries must include a minimum of four sectors; evidence is required for four different itineraries for each.
- 1.4 Round the world itineraries are quoted in accordance with airline requirements.
- Range four different round the world itineraries.
- 1.5 Ticketed itineraries requiring reissue are requoted in accordance with airline requirements.
- Range evidence is required for two different requotes.
- 1.6 Cancellation fees for ticketed itineraries requiring cancellation are advised in accordance with airline requirements.
- Range evidence is required for two different cancellations.

<b>Planned review date</b>	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	20 February 2009	31 December 2018
Review	2	16 February 2017	31 December 2022
Review	3	26 November 2020	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.