

<b>Title</b>	<b>Complete ticketing tasks as a consolidation ticketing consultant</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>People credited with this unit standard are able to complete ticketing tasks as a consolidation ticketing consultant.</p> <p>This unit standard is specifically designed for use within a consolidation environment in the travel industry.</p>
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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 Tickets must be produced electronically or requested from the airline in accordance with airline requirements and travel industry workplace policies and procedures.
- 2 This unit standard has been designed for assessment in a travel industry workplace. Evidence of competency in this unit standard cannot be demonstrated under simulated conditions in a training provider environment.
- 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.
- 4 All assessment tasks for performance criteria are to be carried out in accordance with travel industry workplace policies and procedures.

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### Outcomes and performance criteria

#### Outcome 1

Complete ticketing tasks as a consolidation ticketing consultant.

**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 checked and issues needing resolution are referred to the retail travel consultant in accordance with airline requirements.
- Range short haul, long haul;  
evidence is required for two different itineraries for each.
- 1.3 Point to point itineraries are ticketed in accordance with airline requirements.
- Range short haul, long haul;  
evidence is required for two different itineraries for each.
- 1.4 Short haul and long haul itineraries are checked and issues needing resolution are referred to the retail travel consultant in accordance with airline requirements.
- Range short haul and long haul itineraries must include a minimum of four sectors;  
evidence is required for two different itineraries for each.
- 1.5 Short haul and long haul itineraries are ticketed in accordance with airline requirements.
- Range short haul and long haul itineraries must include a minimum of four sectors;  
evidence is required for two different itineraries for each.
- 1.6 Round the world itineraries are checked and issues needing resolution are referred to the retail travel consultant in accordance with airline requirements.
- Range four different itineraries.
- 1.7 Round the world itineraries are ticketed in accordance with airline requirements.
- Range four different itineraries.
- 1.8 Fare differences are calculated for ticketed itineraries requiring reissue in accordance with airline requirements.
- Range evidence is required for two different reissues.
- 1.9 Cancellation fees for ticketed itineraries requiring cancellation are advised in accordance with airline requirements.
- Range evidence is required for two different cancellations.

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<b>Planned review date</b>	31 December 2025
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**Status information and last date for assessment for superseded versions**

<b>Process</b>	<b>Version</b>	<b>Date</b>	<b>Last Date for Assessment</b>
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>.

**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.