

Title	Complete wholesale ticketing tasks as a wholesale travel ticketing consultant		
Level	4	Credits	4

Purpose	<p>People credited with this unit standard are able to complete wholesale ticketing tasks as a wholesale travel ticketing consultant.</p> <p>This unit standard is specifically designed for use within a wholesale travel environment.</p>
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Classification	Tourism > Travel
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Available grade	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 **Definition**
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.

Outcomes and performance criteria

Outcome 1

Complete wholesale travel ticketing tasks as a wholesale travel ticketing consultant.

Performance criteria

1.1 Passenger name records (PNRs) are checked and issues needing resolution are referred to the wholesale travel consultant in accordance with airline requirements.

Range evidence is required for six different PNRs; two of which must include at least six sectors.

1.2 PNRs are ticketed in accordance with airline requirements.

Range evidence is required for six different PNRs; two of which must include at least six sectors.

1.3 Tickets are reissued in accordance with airline requirements.

Range evidence is required for three different reissues.

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Status information and last date for assessment for superseded versions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	20 February 2009	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
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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 if you wish to suggest changes to the content of this unit standard.