

Title	Establish customer requirements, source information, and provide flight options and fare quotes using the Internet		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to: establish customer requirements, source information, and provide flight options and fare quotes using the Internet.
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Classification	Tourism > Travel
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Available grade	Achieved
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Guidance Information

- Definitions**

Affiliation, also known as airline alliance, refers to an aviation industry arrangement between two or more airlines agreeing to cooperate on a substantial level.

Carrier type refers to low cost carriers and full-service carriers.

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.
- For the purpose of this unit standard airlines used must be those that are unable to be booked through a Global Distribution System (GDS).
- 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.
- 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

Establish customer requirements, source information, and provide flight options and fare quotes using the Internet.

Range evidence is required for two different airlines and two different customers.

Performance criteria

- 1.1 Airlines unable to be booked *via* a GDS are accessed *via* the Internet, and information is sourced and flight options and fare quotes are prepared in accordance with customer requirements.
- 1.2 Flight options, fare quotes, and a summary of the fare rules are explained to the customer in accordance with airline.
- Range must include but is not limited to – reservation and ticketing conditions, refund conditions, amendment conditions, baggage conditions.
- 1.3 Any exclusions and/or surcharges are explained to the customer in accordance with airline information.
- Range may include but is not limited to – taxes, baggage charges, meal charges, charges for seating allocation prior to check-in, insurance; evidence suitable for the customers is required.

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	16 July 2010	31 December 2018
Rollover and Revision	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.