

<b>Title</b>	<b>Process travel arrangements using a computer reservation system</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard primarily intended for people preparing for a management role in a travel industry workplace.</p> <p>People credited with this unit standard are able to: operate a computer reservation system as an information and business tool to source and quote travel; complete travel arrangements using a computer reservation system; and amend and waitlist travel arrangements using a computer reservation system.</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 Definitions

*Components* refer to the individual parts of the overall reservation and may include but are not limited to – flights, accommodation, transfers, rental cars, cruises, rail or coach journeys, sightseeing.

*Computer reservation system* refers to any computer system used in the travel industry to make reservations. For example – a global distribution system (GDS), an airline website, a wholesale travel system (Calypso).

*Multi-sector air reservation* refers to two or more flight reservations, which may include return flights.

*Suppliers* may include but are not limited to – wholesalers or direct suppliers.

*Travel industry workplace* refers to any organisation involved in the domestic travel industry, the inbound travel industry, or the outbound travel industry. They may include but are not limited to – travel retailers, travel wholesalers.

- ### 2 Evidence for this unit standard may be obtained in a travel industry workplace or a simulated environment that closely reflects workplace conditions, policies, and procedures.

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## Outcomes and performance criteria

### Outcome 1

Operate a computer reservation system as an information and business tool to source and quote travel.

Range evidence is required for three different reservations in total;  
one must contain a multi-sector air reservation;  
one must contain a minimum of three different components;  
at least one reservation must include an adult, and a child or infant.

### Performance criteria

1.1 Computer reservation system is operated, and information regarding travel arrangements is sourced and provided to meet the requests of customers.

Range operation may include but is not limited to – encoding, decoding, schedules and availability displays;  
information may include but is not limited to – timetables, flight service information, travel-related information, accommodation services and facilities, on-board services and facilities, general information;  
evidence is required of two operations, and four examples of information.

1.2 Travel arrangements are quoted in accordance with customer and supplier requirements.

Range includes but is not limited to – pricing and pricing options, fare type(s).

### Outcome 2

Complete travel arrangements using a computer reservation system.

Range evidence is required for three different reservations in total;  
one must contain a multi-sector air reservation;  
one must contain a minimum of three different components;  
at least one reservation must include an adult, and a child or infant.

### Performance criteria

2.1 Reservations are made in accordance with customer and supplier requirements.

2.2 Passenger name records (PNRs) are created which contain correct information in all of the mandatory fields.

2.3 Other service information (OSI) and/or special service requests (SSRs) are processed in accordance with customer and supplier requirements.

Range OSI may include but are not limited to – frequent traveller details, loyalty programme details, passenger status (VIP, CIP), children and infants' ages, total complete party (TCP);  
SSR may include but are not limited to – special meals, disability status, unaccompanied minor, specific vehicle type, seat requests, room type;  
evidence is required for a minimum of one OSI and/or SSR per reservation.

**Outcome 3**

Amend and waitlist travel arrangements using a computer reservation system.

**Performance criteria**

3.1 Reservations are amended in accordance with customer and supplier.

Range amendments may include but are not limited to – date(s) and time(s), fare type/fare basis, room type, vehicle type, pick up locations, drop off locations, OSI/SSR details; evidence is required for two different amendments.

3.2 Reservations are waitlisted in accordance with customer and supplier requirements.

Range evidence is required for two waitlists.

<b>Replacement information</b>	This unit standard replaced unit standards 25505, 25506, and 26469.
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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**

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2013	31 December 2022
Rollover	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.