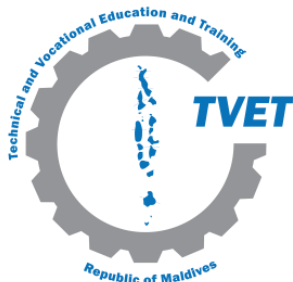TECHNICAL &
VOCATIONAL
EDUCATION &
TRAINING

National Competency Standard for Ticketing & Reservation Qualification Code: TRN05S15V1

[Endorsed by the MALDIVES ACCREDITATION BOARD (MAB)]

PREFACE

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self-employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs. The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for five key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction and the Social sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards. NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF).

TRN05S15V1 is the first version of the NCS for Ticketing and Reservation , and has been developed and endorsed in the year 2015. This standard includes one Qualification at Level 3 of Maldivian National Qualifications Framework.

Mr Ali Riyaz	Ms Aminath Asra	Dr. Abdul Hannan Waheed
Ass.Director	Director	Chief Executive Officer
TVET Authority	MQA	MQA

Technical Panel members		
Name	Designation	Company

Developer		
Name	Designation	Company
	-	

Employment Sector Councils		
Name	Designation	Company

National Competency Standard has been Endorsed by

Contact for Comments

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Date of Endorsement: 27 December 2007	Date of revision

Key for coding
Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector **(CON)** Fisheries and Agriculture Sector **(FNA)** Transport sector **(TRN)** Tourism Sector **(TOU)** Social Sector **(SOC)** Foundation **(FOU)**
Competency Standard	**S**
Occupation with in a industry Sector	**Two digits 01-99**
Unit	**U**
Common Competency	**1**
Core Competency	**2**
Optional/ Elective Competency	**3**
Assessment Resources Materials	**A**
Learning Resources Materials	**L**
Curricula	**C**
Qualification	**Q1, Q2 etc**
MNQF level of Qualification	**L1, L2 etc**
Version Number	**V1, V2 etc**
Year of endorsement of standard, qualification	**By two digits Example- 07**

1.Endorsement Application for Qualification   03

2. NATIONAL CERTIFICATE III in Ticketing and Reservation

3. Qualification code: TRN05S15V1	Total Number of Credits :

4. Purpose of the qualification

5. Regulations for the qualification	National Certificate III in Ticketing and reservation will be awarded to those who are competent in unit 1 to 10

6. Schedule of Units

Unit Title	Unit Title	Code
1	Observe personal and work place hygiene practices	
2	Practice health, safety and security Practices	
3	Provide effective customer care	
4	Practice effective workplace communication	
5	Perform computer operations	
6	History of airline	
7	Geographical knowledge	
8	Travel Formalities	
9	The Journey	
10	Basic reservation and ticketing	

7. Accreditation requirements	

Units Details

Unit Title	Unit Title	Code	Level	No of credits
1	Observe personal and work place hygiene practices		3	
2	Practice health, safety and security Practices		3	
3	Provide effective customer care		3	
4	Practice effective workplace communication		3	
5	Perform computer operations		3	
6	History of airline		3	
7	Geographical knowledge		3	
8	Travel Formalities		3	
9	The Journey		3	
10	Basic reservation and ticketing		3	

Packaging of National Qualifications:

National certificate III in Ticketing and Reservation will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10

Qualification Code: …………………………………..

Description of ticketing agents

Administrative Assistant in the Maldivian context is a service provider in the field of Office Administration in social sector. The Administrative Assistant is expected to work under the supervision of an Office Administrator or any other person who is a professional of the field that could provide the required guidance and supervision. The Office Assistant shall provide customer oriented and friendly service at the required level in Maldives.

Competency Standard Development Process

The competencies were determined based on the analysis of the tasks expected to be performed by the Receptionist in the Maldives. The task analysis was based on the existing documents prepared among the experts in the industry and on the advice of the experts in the field of Receptionist training in Maldives. Competency standards used for similar type of training in other countries were also examined

Unit 01

UNIT TITLE	Observe personal and work place hygiene practices
DESCRIPTOR	This unit covers the knowledge, skills and attitudes required to observe workplace hygiene procedures and maintaining of personal presentation and grooming standard. This unit deals with necessary skills and knowledge required for maintaining the hygiene of workers and the hygienic practices that should be applied while on the job.

CODE		LEVEL	3	CREDIT	36

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Observe grooming, hygiene and personal presentation standards	1.1. Grooming, hygiene and personal presentation practices maintained at high standards in line with industry norms and enterprise procedures 1.2. Adequate level of personal cleanliness observed throughout the work 1.3. Effects of poor personal hygiene understood and avoided in all practices
2. Follow hygiene procedures	2.1 Workplace hygiene procedures followed in line with enterprise procedures and legal requirements 2.2 Eating, drinking, smoking, spitting, scratching or other such practices avoided while on the job 2.3 Hygiene standards of workplace maintained in line with enterprise procedures
3. Identify and avoid hygiene risks	3.1 Hygiene risks understood and avoided in line with general standards and guidelines 3.2 Legislations on hygiene understood and properly followed

Range Statement
Procedures included

- Grooming and personal presentation
- Personal hygiene

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation

- Questioning

- Practical demonstration

- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- Working knowledge of English language - Knowledge of national hygiene regulation regarding personal grooming standard and presentation - General knowledge of common terminologies used in hygiene including personal hygiene - Knowledge on general symptoms of different types of diseases - Detailed knowledge and importance of illness and injury reporting procedures	- Interpersonal skills - Ability to follow procedures and instructions - Competent to work according to relevant hygiene regulations and procedures - Competent to work to meet requirements for personnel hygiene and hygienic practices - Communication skills - Interpersonal skills

Unit 02

UNIT TITLE	Practice health, safety and security Practices				
DESCRIPTOR	This unit describes the importance of health and safety in the working environment. It identifies the key safety hazards within the work area and recognizes the correct manner in which to safely carry out the tasks of the job, for the benefit of the trainee, colleagues and customers.				
CODE		LEVEL	3	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Follow workplace health, safety and security procedures	1.1. Health, safety and security procedures followed in line with operational policies and procedures and laws and regulations 1.2. Illnesses reported through proper channels of communication, using relevant forms and formats, in line with enterprise procedures 1.3. Safety and security breaches reported through proper channels of communication, in line with enterprise procedures 1.1.
2. Deal with emergency situations	2.1 Emergency situations recognized and appropriate procedures followed in line with enterprise procedures 2.2 Assistance sought and cooperation given in emergency situations in line with enterprise procedures 2.3 Emergency incidences reported in line with enterprise procedures

3. Identify and prevent hygiene risks	3.1 Hygiene risks identified, prevented and avoided in line with enterprise procedures 3.2 Hygiene risks reported to appropriate persons and corrective action taken in line with enterprise procedures
4. Clean the work area	4.1 Cleaning tasks accomplished to enterprise standards 4.2 Proper method for cleaning selected and employed for appropriate task
5. Secure work premised	5.1 Work premises closed and locked at the end of work, in line with enterprise procedures

Range Statement

Procedures included:
- Guidelines for safe handling of equipment of utensils
- Emergency procedures
- Fire safety procedures
- Security and safety guidelines
- Cleaning and decontamination procedures
- Waste handling procedures
- Cleaning chemicals handling guidelines
- Accident and incidence reporting procedures
- Basic first aid procedures

Assessment guide
Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation

- Questioning

- Practical demonstration

- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- General knowledge on safe practices - Communication procedures - Relevant workplace procedures and guidelines	- Undertake safe manual handling jobs - Competent to follow safety regulations - Competent to work safely with workplace equipments, materials and colleagues

Unit 03

UNIT TITLE	Provide effective customer care
DESCRIPTOR	This unit addresses the importance of caring for customers in the Aviation Industry. It shows how customer care relates to quality service and the best methods of anticipating and meeting customer's need.

CODE		LEVEL	3	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Greet customers and colleagues	1.1. Customers and colleagues greeted according to standard procedures and social norms 1.2. Sensitivity to cultural and social differences demonstrated
2. Identify and attend to customer needs	2.1 Appropriate interpersonal skills are used to ensure that customer needs are accurately identified 2.2 Customer needs are assessed for urgency so that priority for service delivery can be identified 2.3 Personal limitation in addressing customer needs is identified and where appropriate, assistance is sought from supervisor 2.4 Customers informed correctly 2.5 Personal limitation identified and assistance from proper sources sought when required
3. Deliver service to customers	3.1 Customer needs are promptly attended to in line with organizational procedure 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible
4. Handle inquiries	

	4.1 Customer queries handled promptly and properly 4.2 Personal limitations identified and assistance from proper sources sought when required
5. Handle complaints	5.1 Responsibility for handling complaints taken within limit of responsibility 5.2 Personal limitations identified and assistance from proper sources sought when required 5.3 Operational procedures to handling irate or difficult customers followed correctly 5.4 Details of complaints and comments from customers properly recorded

Range Statement

Procedures included:
- Greeting procedure
- Complaint and comment handling procedure
- Incidence reporting procedures
- General knowledge of property
- Standard operating procedures for service deliveries
- Non-verbal and verbal communication
- Dress and accessories
- Gestures and mannerisms
- Voice tonality and volume
- Culturally specific communication customs and practices
- Cultural and social differences

Includes but are not limited to:
- Modes of greeting, fare welling and conversation
- Body language/ use of body gestures
- Formality of language

Interpersonal skills:
- Interactive communication
- Good working attitude
- Sincerity
- Pleasant disposition
- Effective communication skills
- Customer needs

Customer with limitation may include:
- Those with a disability
- Those with special cultural or language needs
- Unaccompanied children
- Parents with young children

- Pregnant women
- Single women

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation

- Questioning

- Practical demonstration

- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- General knowledge of the implications on efficiency, morale and customer relations - General knowledge of ways of caring for customers - Knowledge of handling customer complain and other requests - General knowledge of Safe work practices and Personal hygiene - General knowledge of different types of service available for guest - General knowledge of up selling - Attitude: - Attentive, patient and cordial - Eye-to-eye contact - Maintain teamwork and cooperation - Theory: - Conflict resolution - Communication process	- Competent in providing customer care - Ability to work calmly and unobtrusively effectively - Ability to handle telephone inquiries and conversations - Correct procedure in handling telephone inquiries - Proper way of handling complaints - Effective communication skills - Non-verbal communication - body language - Good time management - Inter personal skills

Unit 04

UNIT TITLE	Practice effective workplace communication				
DESCRIPTOR	This unit addresses the need for effective communication in the hospitality industry. It describes the ethics of communication and shows the importance of selecting the best method of communication during various situations. It also identifies the barriers to communication and explains how to overcome them. The unit also describes how to use the telephone; the procedures for answering, transferring and holding calls, making outgoing calls and taking messages. In addition it also highlights the need for cleaning telephone equipment.				
CODE		LEVEL	3	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Communicate with customers and colleagues	1.1. Proper channels and methods of communication used 1.2. Workplace interactions with customers and colleagues appropriately made 1.3. Appropriate lines of communication followed 1.4. Verbal and non-verbal communications are appropriate to the given situation 1.5. Non-verbal communication of customer is observed responding to customer
2. Participate in workplace meetings and discussions	2.1 Meetings and discussions attended on time 2.2 Procedures to expressing opinions and following instructions clearly followed 2.3 Questions asked and responded to effectively 2.4 Meeting and discussion outcomes interpreted and implemented correctly
3. Handle relevant work related documentation	3.1 Conditions of employment understood correctly 3.2 Relevant information accessed from appropriate sources 3.3 Relevant data on workplace forms and other documents filled correctly 3.4 Instructions and guidelines understood and followed properly 3.5 Reporting requirements completed properly
4. Handle telephone	4.1 Procedures for taking messages and making outgoing

	calls followed correctly 4.2 Incoming calls answered correctly 4.3 Calls put on hold and transferred properly 4.4 Outgoing calls made efficiently 4.5 Communication in both English and Dhivehi demonstrated correctly

Range Statement

Procedures included:
- Organizational hierarchy and reporting order
- Communications procedures
- Telephone handling procedures

Aspects evaluated:
- Verbal and Non-verbal communication
- Interpersonal skills
- General attitude to customers, colleagues and work
- Conformity to policies and procedures

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation

- Questioning

- Practical demonstration

- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- General knowledge of English and Divehi grammar - General knowledge of common telephone equipment - General knowledge on effective communication	- Undertake effective customer relation communications - Competent in communicating basic with customers - Fluency in English and Dhivehi language usage

Unit 05

UNIT TITLE	Perform Computer Operations			
DESCRIPTOR	This unit covers the knowledge, skills and attitudes and values needed to perform computer operations that include inputting, accessing, producing and transferring data using the appropriate hardware and software.			
CODE		LEVEL	3	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Input data into computer	1.1. Data entered into the computer using appropriate program/application in accordance with company procedures 1.2. Accuracy of information checked and information saved in accordance with standard operating procedures 1.3. Input data stored in storage media according to requirements
2. Access information using computer	2.1 Correct program/application selected based on job requirements 2.2 Program/application containing the information required accessed according to company procedures 2.3 Desktop icons correctly selected, opened and closed for navigation purposes
3. Produce/output data using computer system	3.1 Entered/stored data processed using appropriate software commands 3.2 Data printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 3.3 Files and data transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures

Range Statement

This unit covers computer hardware to include personal computers used independently or within networks, related peripherals, such as printers, scanners, keyboard and mouse, and storage media such as disk drives and other forms of storage. Software used must include but not limited to word processing, spreadsheets, database and billing software packages and Internet browsing software.

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills
- Basic ergonomics of keyboard and computer use - Main types of computers and basic features of different operating systems - Main parts of a computer - Storage devices and basic categories of memory - Relevant software - General security and computer Viruses	- Reading skills required to interpret work instruction - Communication skills - Keyboard skills

Unit 06

UNIT TITLE	History of Airline				
DESCRIPTOR	This unit defines the competency required to assimilate into the Airline Reservations & Ticketing department. This is fundamental for working in an organization.				
CODE		LEVEL	3	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Evolution of Airline History	1.1. Understanding the aviation industry as a whole 1.2. Understand the history of Airline 1.3. Address the need of Airline to enhance the development of the country. 1.4. Identify and understand the leading Airlines
2. Types of employment in the Industry	2.1. Identify the Career opportunities in the Airline 2.2. Identify the employment opportunities in the travel and tourism industry. 2.3. Describe the reality of employment in the travel and tourism industry
3. Major international travel & Tourism Organization	3.1. Identify major international travel & tourism organizations 3.2. Identify the international Air Transport Associations including IATA, SITA, and BATA etc. 3.3. Understanding the importance of these associations and their roles in the industry 3.4. Industry developments are promoted among the associations and organisations
4. Strategic alliances & Loyalty programs	4.1. Define loyalty programs and state their importance 4.2. Define Strategic alliances and state their importance 4.3.

Range Statement

- **This unit covers the basic knowledge of history of aviation industry & career opportunities in travel and tourism industry.**
- **Also the procedures of strategic alliance and loyalty program**

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills

Unit 07

UNIT TITLE	Geographical knowledge				
DESCRIPTOR	This unit of the competency address the knowledge of the world map and understanding the time data				
CODE		LEVEL	3	**CREDIT**	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. The world's countries and continents.	1.1. Recognize the seven continents and its features 1.2. Locate the countries from the world map 1.3. Knowledge of all the countries and their airports are to be detailed 1.4. Familiarise the commonly used currencies and their conversion
2. Major cities & Airport codes.	2.1. Identify the major cities in the world and their famous characteristics
3. Coding three letter city & Airport codes.	3.1. Identify three letter city and airport cods 3.2. Encoding and decoding the three letter city and airport cods 3.3. Identify currencies around the world
4. Time calculation	4.1. Identify the world time zones and recognize different time zones for the fare calculations 4.2. Calculate time difference by manually and by using GDS system. 4.3. Understand the benefits and disadvantages of both manual and GDS system 4.4. Follow the Industry requirements and individual requirements are observed and

	practiced.

Range Statement

This competency unit enable:

- **To gain the knowledge of major cities & airports and world's continents & countries.**
- **Encoding and decoding three letter city and airport cods**
- **World time zones and calculating time zone by using GDS and manually**

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills

Unit 08

UNIT TITLE	Travel formalities				
DESCRIPTOR	This unit covers the competency required to verify the proof of the passenger's identity and follow international health safe practices				
CODE		LEVEL	3	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. Travel requirements	1.1. Identification of travel requirements such as passports, visa & health certificates 1.2. Procedures and workplace regulations are followed 1.3. Understanding the importance of passports, visa & health certificate. 1.4. Follow the international health safe conducts
2. Immigration regulation	2.1. Recognizing and understanding currencies , different taxes involved and costumes of various countries 2.2. The travel information manual are practices and followed

Range Statement

- **Verifying the information of passengers with the aid of passports , visa and health certificate**
- **Converting various currencies from different parts of the world.**
- **Following international health safe conducts**
- **Different types of taxes and costumes of different countries**

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation
- Questioning
- Practical demonstration
- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills

Unit 9

UNIT TITLE	The Journey				
DESCRIPTOR	The unit covers the competency knowledge related to the whole journey				
CODE		LEVEL	3	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. The journey	1.1. Identification of types of journeys such as one way, return & around the world 1.2. Recognising and selecting a destination 1.3. Information about the most attractive and famous destination travel and tourism industry
2. Air craft servicers	2.1. Knowledge of classes of services by airline 2.2. Identification of various types of air craft and its features such as passenger's capacity. 2.3. Recognize the role of cabin cruise

Range Statement

- **Types of journey such as one way, return & around the world**
- **Selecting destination**
- **Classes of service by air line**
- **Aircraft types**

Assessment guide

Form of assessment

The assessor may use the following assessment methods to objectively assess the candidate:

- Observation

- Questioning

- Practical demonstration

- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which

reflects working practices. The assessment environment should not disadvantage the candidate.
  • Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills

Unit 10

UNIT TITLE	Basic reservation and ticketing				
DESCRIPTOR	This unit of competency gives the knowledge of basic reservation ticketing				
CODE		LEVEL	3	CREDIT	18

ELEMENTS OF COMPETENCIES	PERFORMANCE CRITERIA
1. History of ticketing and new era of ticketing	1.1. Address the history of Printing methods of tickets and era of e-ticketing 1.2. Mandatory elements in creating PNR are followed according to the workplace 1.3. Importance to promoting air fares 1.4. Procedures of mandatory elements used in ticket.
2. Children and infant passengers	1.1. Preference of seats for children's and infant passengers 1.2. Allocating the seats by considering the age and states of passengers. 1.3. Addressing the health requirements of passengers

Range Statement
- **Mandatory elements in Creating PNR**
- **One way and return fares**
- **Mandatory elements to use a ticket**

Assessment guide
Form of assessment
The assessor may use the following assessment methods to objectively assess the candidate:

- Observation

- Questioning

- Practical demonstration

- Any written or oral examinations may include questions related

Assessment context

- Assessment of this unit must be completed on the job or in a simulated work environment which reflects working practices. The assessment environment should not disadvantage the candidate.
  - Competency needs to be holistic and must be demonstrated in a suitable workplace condition.

UNDERPINNING KNOWLEDGE AND SKILLS

Underpinning knowledge	Underpinning skills