



LONDON CAPITAL COMPUTER COLLEGE

Diploma in Travel & Tourism Management (620) – GDS Fares and Ticketing

<p>Prerequisites: Basic computer knowledge and keyboarding skills.</p>	<p>Corequisites: A pass or higher in Certificate in Business Studies or Fares & Ticketing Level I & II or equivalence.</p>
<p>Course Description: Even though the airlines are in business to transport people from one place to another, they could not function without the help of many people on the ground, including those who take reservations and sell tickets, as well as those who help keep the airplanes operating on schedule. The ticket agent is most often the first employee the passenger meets when looking to buy a travel ticket to entering the airport. Ticket agents provide frontline customer service and are responsible for assisting passengers with their travel needs. Global Distribution System (GDS) or Airline Central Reservation System (CRS) course enable participants to become familiar with functions in booking an airline travel ticket. This course provides an overview of the basics of the travel industry and career opportunities available. The course is enjoyable, fun and presents realistic presentation of: air travel, car rentals, hotel accommodations, rail travel, tours, and cruises. Every air traveller will need a ticket and boarding pass to board the aircraft at departure time. The course covers the ticketing types, forms, policies and procedures per the Airline Reporting Corporation (ARC) as well as forms of payment, refunds and exchanges. Candidates will learn the air fare terms, codes, fare construction principles and fare application rules necessary to find, interpret and apply the lowest applicable fare to your clients' air itinerary. Candidates will practice the interpretation of the multiple air transportation taxes and fees applicable to air travel. Air fares are historically difficult to interpret and apply; however, this will be simplified. This course presents the travel and tourism destinations that are regularly top sellers. Candidates learn how to plan air itineraries using printed reference materials, to reserve seats, to calculate fares, and to issue tickets and other airline forms. Emphasis is placed on the appropriate interpretation of routing and fare rules.</p>	
<p>Required Materials: Recommended Learning Resources.</p>	<p>Supplementary Materials: Lecture notes and tutor extra reading recommendations.</p>
<p>Special Requirements: The course requires a combination of lectures, demonstrations and classroom discussions.</p>	
<p>Intended Learning Outcomes:</p> <ol style="list-style-type: none"> 1. Demonstrate how a computerised system contains information about, inter alia, schedules, availability and fares. 2. Explore the construction of a passenger travel plan itinerary showing all scheduled time of departure and arrival. 3. Explore the tools available to help the airline traveller make informed booking decisions, including providing a list of flight options, the aircraft each airline will be flying and what seats are still available for each flight. 4. Demonstrate the stability, functionality, 	<p>Assessment Criteria:</p> <ol style="list-style-type: none"> 1.1 Identify how to sign on and off a system 1.2 Explore the encode/decode function system 1.3 Be able to use the help facility 1.4 Identify pseudo city codes 1.5 Be able to use keyboard shortcuts 2.1 Identify how to check flight availability 2.2 Analyse flight availability formats 2.3 Explore timetable display screen details 2.4 Establish transfer connection times 3.1 Explore class and seat availability 3.2 Identify airline link indicators 3.3 Understand how to sell seats 3.4 Define vendor locator 3.5 Explore waitlisting system 3.6 Demonstrate booking a passenger flight 4.1 Identify the name field properties

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and the ease of a graphical user interface in completing passenger reservation properties	4.2	Explore the phone field properties
	4.3	Identify the ticketing field properties
	4.4	Identify the form of payment field properties
	4.5	Analyse the end transaction process
	4.6	Identify how to retrieve a booking file
	4.7	Explore completing a booking file
5. Demonstrate booking changes allowable for name, date/itinerary/route Change, business class date, time and route changes and process for changes for bookings with different airlines	5.1	Identify how to cancel a segment
	5.2	Explore how to change date, class or flight number
	5.3	Define direct selling
	5.4	Discuss open segment specifications
	5.5	Explore passive segments
	5.6	Explore modifying itinerary booking file
6. Outline special services to passengers including passengers with reduced mobility, passengers with impaired hearing or vision and service animals	6.1	Describe frequent flyer membership schemes
	6.2	Analyse special service requirements
	6.3	Analyse additional information
	6.4	Analyse seat availability map
	6.5	Describe passenger booking additional services
	6.6	Describe different passenger service requirements
7. Explain the different types of airfares. Demonstrate types of airfares and outline rules and regulations for airline tickets	7.1	Identify different fare types
	7.2	Be able to interpret fare basis codes
	7.3	Explore the international fare display
	7.4	Analyse system fare format
8. Be able to list currency codes or display a list of countries starting with a specific letter for calculating fares or converting currency	8.1	Be able to calculate the price of an itinerary
	8.2	Define fare quote
	8.3	Analyse fare quote formats
	8.4	Analyse fare quote best buy (FQBB)
	8.5	Explore fare quote guarantee
	8.6	Be able to issue a ticket
9. Be able to determine which booking files need servicing, through a display of the queue count or a listing of the booking files on a queue.	9.1	Analyse the queue structure
	9.2	Be able to manage queues
	9.3	Analyse status and advice codes
	9.4	Be able to sign in and exit out of a queue
10. Demonstrate how to deal with repeating and history booking files	10.1	Describe the process of dividing a booking file
	10.2	Identify repeat booking function
	10.3	Be able to examine fare and ticketing history
11. Outline how to find international passenger travel information like travel visa requirements, passport information.	11.1	Identify how to display subject/chapter index
	11.2	Explore the timatic database
	11.3	Analyse visa information access system
	11.4	Analyse health information access system

Methods of Evaluation: 2½-hour written essay examination paper with five questions. Candidates are required to answer all questions. Each question carries 20 marks. Candidates also undertake project/coursework in GDS Fares & Ticketing with a weighting of 100%.

Recommended Learning Resources: GDS Fares & Ticketing

Text Books	<ul style="list-style-type: none">• Practical Guide to Fares and Ticketing by Jeanne Semer-Purzycki. ISBN-10: 076681582X• Air Fares and Ticketing by Doris S. Davidoff & Philip G. Davidoff. ISBN-10: 0133244849• Air Travel Ticketing and Fare Construction by Jagmohan Negi. ISBN-10: 8173916284
Study Manuals 	BCE produced study packs
CD ROM 	Power-point slides
Software 	Global Distribution System / Computerised Reservation System

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