Unit: GDS Fares and Ticketing	**Guided Learning Hours:** 220
Exam Paper No.: 5	**Number of Credits:** 22
Prerequisites: Basic computer knowledge and keyboarding skills.	**Corequisites:** A pass or higher in Certificate in Business Studies or equivalence.

Aim: 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 Reservation System (CRS) unit enable participants to become familiar with functions in booking an airline travel ticket. This unit provides an overview of the basics of the travel industry and career opportunities available. The unit 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 unit covers the ticketing types, forms, policies and procedures per the Airline Reporting Corporation (ARC) as well as forms of payment, refunds and exchanges. Learners 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. Learners 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. Learners 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.

Required Materials: Recommended Learning Resources.	**Supplementary Materials:** Lecture notes and tutor extra reading recommendations.

Special Requirements: The unit requires a combination of lectures, demonstrations and classroom discussions.

Intended Learning Outcomes:	**Assessment Criteria:**
1. Understand how a computerised system contains information about, inter alia, schedules, availability and fares.	1.1 Identify how to sign on and off a system 1.2 Describe the encode/decode function system 1.3 Use the help facility 1.4 Identify pseudo city codes 1.5 Use keyboard shortcuts
2. The construction of a passenger travel plan itinerary showing all scheduled time of departure and arrival.	2.1 Identify how to check flight availability 2.2 Analyse flight availability formats 2.3 Evaluate timetable display screen details 2.4 Explain and establish transfer connection times
3. 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.	3.1 Examine and describe class and seat availability 3.2 Identify airline link indicators 3.3 Demonstrate how to sell seats 3.4 Define vendor locator 3.5 Examine and describe wait listing system 3.6 Be able to book a passenger flight
4. The stability, functionality, and the ease of a graphical user interface in completing passenger reservation properties.	4.1 Identify the name field properties 4.2 Examine and describe 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	Demonstrate completing a booking file
5.	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	Describe how to change date, class or flight number
		5.3	Define direct selling
		5.4	Describe open segment specifications
		5.5	Define and explain passive segments
		5.6	Demonstrate modifying itinerary booking file
6.	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.	The different types of airfares and how airline tickets are categorised by the location of the seat in the plane.	7.1	Identify different fare types
		7.2	Interpret fare basis codes
		7.3	Be able to display the international fare
		7.4	Analyse system fare format
		7.5	Describe types of airfares and outline rules and regulations for airline tickets
8.	Currency codes or display a list of countries starting with a specific letter for calculating fares or converting currency	8.1	Demonstrate how to calculate the price of an itinerary
		8.2	Define fare quote
		8.3	Outline and analyse fare quote formats
		8.4	Analyse fare quote best buy (FQBB)
		8.5	Describe fare quote guarantee
		8.6	Demonstrate how to issue a ticket
9.	Determining which booking files need servicing, through a display of the queue count or a listing of the booking files on a queue.	9.1	Outline and analyse the queue structure
		9.2	Demonstrate how to manage queues
		9.3	Analyse and describe status and advice codes
		9.4	Demonstrate how to sign in and exit out of a queue
10.	How to deal with repeating, dividing, repeating booking files, and history booking files.	10.1	Describe the process of dividing a booking file
		10.2	Identify repeat booking function
		10.3	Demonstrate how to examine fare and ticketing history
11.	How to find international passenger travel information like travel visa requirements, passport information.	11.1	Identify how to display subject/chapter index
		11.2	Explain 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	• 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