

**SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Tour and Travel Services Operations					
TSC	Tour and Travel Coordination, Ticketing and Reservations Management					
TSC Description	Develop policies and procedures for management of coordination, ticketing and travel reservations in support of customers' requirements					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	TOU-TTO-1001-1.1	TOU-TTO-2001-1.1	TOU-TTO-3001-1.1			
	Support coordination, ticketing and reservation activities in accordance with tour and travel requirements	Execute coordination, ticketing and reservation activities to enable minimal disruption to tours	Develop coordination, ticketing and reservation policies and procedures for tours and travels			
Knowledge	<ul style="list-style-type: none"> Terms related to International Air Transport Association (IATA) geography and global indicators, pricing units, fare construction and currency Transportation options and viability Accommodation types and room specifications Meals choices availability Ticket types and packages Types and roles of Global Distribution System (GDS) Compliance to organisational policies and procedures relating to ticketing Ticketing processes and procedures within GDS Types of amendments to ticketing 	<ul style="list-style-type: none"> International Air Transport Association (IATA) fare formula Cross-compatibility of reservation choices Customs and immigration visa requirements Ticketing terms and conditions Principles of itinerary planning 	<ul style="list-style-type: none"> Requirements of tour and travel products and services Principles of effective coordination plans Ticketing Service Level Agreements (SLAs) with vendors Principles of itineraries planning Techniques of itineraries planning 			
Abilities	<ul style="list-style-type: none"> Distinguish between IATA and non-IATA fares Analyse best mode of transport required for itineraries 	<ul style="list-style-type: none"> Perform ticketing entries and fare rule interpretations Monitor logical flow of coordination and 	<ul style="list-style-type: none"> Develop guidelines in coordination activities of tour and travel requirements 			

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	<ul style="list-style-type: none"> • Identify types of accommodation and room specifications suitable for customer profiles • Identify meal choices that suit the taste of customers • Identify types of tickets and packages that satisfy the requirements of customers • Identify availability of required products and/or services using various types of GDSs based on customers' requests • Carry out entry of ticketing requests into GDS in accordance with organisational ticketing procedures • Generate proposed travel itineraries to meet customers' ticketing requirements • Carry out issuance of tickets and invoices upon customers' confirmation of ticketing booking • Carry out amendments to ticketing based on customers' requests 	<p>reservations of tour and travel requirements</p> <ul style="list-style-type: none"> • Advise needs for travel visa in accordance with customs and immigration visa requirements • Brief customers on ticketing terms and conditions 	<ul style="list-style-type: none"> • Develop guidelines in ticketing procedures • Develop guidelines in itinerary planning 			
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