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**CTH LEVEL 2 CERTIFICATE  
IN VA FARES AND  
TICKETING  
(OFQUAL - 601/2518/4)**

**QUALIFICATION  
SPECIFICATION**

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**MARCH 2017**

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## INTRODUCTION

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The purpose of this document is to explain the aims, structure, and content of the CTH Level 2 Certificate in VA Fares and Ticketing.

This document includes the learning outcomes, assessment criteria and indicative content for each unit. In this document, there is guidance relating to learning, teaching and assessment strategies for these qualifications and an explanation of the assessment quality assurance processes.

### Aims of the qualification

The aims are to provide a qualification that:

- provides for an effective academic progression route;
- enables students to gain credit towards higher education;
- enables students to develop higher level academic skills that can be applied in a vocational context.

### Entry requirements

Students do not need any prior background knowledge or experience.

CTH accredited centres will assess all applicants to ensure they are able to meet the demands of the course.

### Qualification structure (rules of combination)

This vocational qualification is approved by Ofqual and is included on the Register of Regulated Qualifications.

The qualification is at Level 2 and designed to be 20 credits. The qualification conforms to the relevant level descriptors as developed by Ofqual. One credit represents ten hours of study at any specified level, therefore, this Certificate normally requires programmes of study that have been designed to include a minimum of 50 learning hours. This figure includes but is not limited to formal classes, self-study, revision and assessment. However, students completing this qualification should also be able to demonstrate their ability as independent students.

The credit values and unit structures for the qualification are set out in the following table.

The qualification structure is below, please note all units are mandatory.

CTH Level 2 Certificate in VA Fares and Ticketing – 601/2518/4					
<b>Students must achieve:</b>					
<ul style="list-style-type: none"> <li>one Mandatory units, providing 20 credits i.e. a total of 20 credits at level 2</li> </ul>					
<b>Min credit (Mandatory units): 20</b>			<b>Max credit (Mandatory units): 20</b>		
<b>Min GLH for qualification: 50</b>			<b>Max GLH for qualification: 50</b>		
Mandatory units					
Unit title	L	CV	GLH	Ofqual no.	Assessment Method
VA Fares and Ticketing	2	20	50	R/505/9458	Open book written examination
		<b>20</b>	<b>50</b>		

This qualification provides for progression to other qualifications, particularly to CTH's qualification VA Fares and Ticketing at Level 3.

## ASSESSMENT

### Grading criteria

Individual units can be graded either as fail or pass so the qualification is either achieved or not achieved.

In terms of certification, this means that students will receive a transcript of their results showing the grades for each unit successfully completed, plus the Certificate that recognises their level of achievement. Note that the Certificate does not allocate a grade.

The following table explains the generic grading criteria that is used by CTH in conjunction with the unit mark sheets to assess all students' work.

### GRADING CRITERIA

Level 2	Students who fail:	To achieve a pass students must:
	<ul style="list-style-type: none"> <li>do not meet the requirements of the assessment criteria and learning outcomes of the unit</li> </ul>	<ul style="list-style-type: none"> <li>meet the requirements of the assessment criteria and learning outcomes</li> <li>demonstrate a level of understanding of key issues in the area of study</li> <li>produce work that is well presented, clear and well structured</li> </ul>

**UNITS OF ASSESSMENT**

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Title	VA Fares and Ticketing	
Unit purpose and aim(s)	This unit covers an understanding of the different types of air fares relating to passenger travel, baggage allowances, taxes, fees and charges in relation to air fares, the different types of documentation used by airlines for ticketing and travel. It covers an understanding of how to calculate basic fares using the mileage system, the IATA fare areas in relation to quoting fares as well as how to identify and select discounted fares for passenger travel	
Ofqual ref	R/505/9458	
Level	2	
Credit value	20	
GLH	50	
Learning outcomes	Assessment criteria	Indicative content
When awarded credit for this unit, a student will:	Assessment of this learning outcome will require a student to demonstrate that they can:	
1. Understand the different types of air fares relating to passenger travel	1.1 Identify the fare types based on the standard IATA fares  1.2 Calculate the lowest applicable Business and Economy class fares for a journey using the Passenger Air Tariff (PAT) showing the fare in local currency with the correct number of decimal points  1.3 Calculate minimum and maximum stays according to each specific rule restriction	<ul style="list-style-type: none"> <li>• The class of service</li> <li>• The flexibility of the passenger's travel arrangements.</li> <li>• The 3 traditional travel classes</li> <li>• Definitions of the terms Long Haul and Short Haul</li> <li>• Characteristics that fares contain</li> <li>• Normal and Special fares</li> <li>• Fare types</li> <li>• Passenger codes</li> <li>• Fare hierarchy</li> </ul>
2. Understand baggage allowances, taxes, fees and charges in relation to air fares	2.1 Identify free and excess baggage allowances  2.2 Identify the taxes, fees and charges applied to individual routings	<ul style="list-style-type: none"> <li>• The Piece System</li> <li>• The Weight System</li> <li>• Excess baggage</li> <li>• Taxes fees and charges</li> </ul>
3. Know the different types of documentation used by airlines for ticketing and travel	3.1 Interpret the data of either a VMCO or a VMPD  3.2 Interpret the data shown in the various areas of two electronic tickets	<ul style="list-style-type: none"> <li>• VMCOs</li> <li>• VMPDs</li> <li>• Electronic tickets</li> </ul>
4. Be able to calculate basic fares using the mileage system	4.1 Calculate normal fares for a given itinerary for a one way and a return trip using the PAT based on the following factors:	<ul style="list-style-type: none"> <li>• The Mileage System</li> <li>• Ticketed Point Mileage</li> <li>• Fare Quote sheet</li> <li>• Fare Calculations</li> <li>• The Fare Ladder</li> </ul>

	<ul style="list-style-type: none"> <li>• Mileage System</li> <li>• Neutral Unit of Construction</li> <li>• Rate of Exchange</li> <li>• Rounding Units</li> </ul> <p>4.2 Calculate both One-Way and Return itineraries using Excess Mileage Surcharge</p> <p>4.3 Construct a linear fare calculation</p>	<ul style="list-style-type: none"> <li>• Currency Conversion</li> <li>• Neutral Unit of Construction (NUC)</li> <li>• Conversion to local currency – the rate of exchange (ROE)</li> <li>• Excess Mileage Allowance System</li> <li>• Excess Mileage Surcharge System</li> <li>• Routed Fares</li> <li>• Fare selection criteria</li> </ul>
5. Understand IATA fare areas in relation to quoting fares	<p>5.1 Locate the IATA area of major cities</p> <p>5.2 Select the appropriate IATA sub-area for major cities of the world</p> <p>5.3 Apply the main Global Indicators to a given itinerary</p>	<ul style="list-style-type: none"> <li>• Industry codes</li> <li>• IATA geography</li> <li>• Global indicators</li> <li>• Special services</li> <li>• IATA has divided the world into three areas to facilitate meetings within and between IATA airlines. This assists in the calculation and standardisation of airfares. These areas are known as IATA Area 1, 2 and 3 or also as Traffic Conference areas (TC) 1, 2 and 3.</li> <li>• IATA Sub-Areas</li> <li>• IATA Area 1 / Traffic Conference Area 1</li> </ul> <p>Using reference book to:</p> <ul style="list-style-type: none"> <li>• Determine which country the city is located in.</li> <li>• Refer to coding or decoding pages.</li> <li>• Find the IATA Area the country is located in.</li> <li>• Refer to General Rules Abbreviations and Definitions-Areas. Select the applicable sub-area.</li> <li>• Refer to general rules, abbreviations and definitions-areas.</li> <li>• Global Indicators (GI) 2 letter codes.</li> <li>• The main global indicators</li> <li>• How Global Indicators are prioritised</li> </ul>
6. Know how to identify and select discounted fares for passenger travel	6.1 Calculate the lowest price for a journey using the PAT, showing the fare in local currency with the correct number of decimal places	<ul style="list-style-type: none"> <li>• International fares and rules for IATA carriers</li> <li>• The World-Wide Passenger Air Tariff</li> <li>• Passenger Air Tariff Books</li> </ul>

	<p>6.2 Identify the correct fare basis and discount code</p> <p>6.3 Calculate the lowest applicable child and infant fare for a journey using the PAT</p>	<ul style="list-style-type: none"><li>• Select, in Local Currency, the lowest applicable fare and fare basis for a given journey, and calculate the minimum and maximum stay dates</li></ul>
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## **APPENDIX A – SPECIMEN ASSESSMENT MATERIALS**

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### 1. Mock examination

**VA Fares and Ticketing  
(R/505/9458)**

<b>Assessment methodology</b>
Open book written examination



## VA Fares and Ticketing

### Mock Examination

#### Instructions

- You have **TWO AND A HALF** hours to answer this paper.
- You will require the VA Fares and Ticketing course material.
- The pass level has been set at **85%**.
- You are permitted the use of a calculator.
- You may answer the questions in pen or pencil and in any order.
- Do not begin writing until instructed to by the invigilator
- Make sure that your **name, date of birth, CTH membership number** and **centre name** are clearly marked on the front page and any other material you hand in.

**This page is for background information on the unit only and is not part of the examination.**

Students must show that they meet the Learning Outcomes (LOs) and Assessment Criteria (AC) of the unit of assessment. Therefore, consideration will be given to whether candidates achieved the following:	
<b>Learning Outcome 1: Understand the different types of air fares relating to passenger travel</b>	
	1.1 Identify the fare types based on the standard IATA fares 1.2 Calculate the lowest applicable Business and Economy class fares for a journey using the Passenger Air Tariff (PAT) showing the fare in local currency with the correct number of decimal points 1.3 Calculate minimum and maximum stays according to each specific rule restriction
<b>Learning Outcome 2: Understand baggage allowances, taxes, fees and charges in relation to air fares</b>	
	2.1 Identify free and excess baggage allowances 2.2 Identify the taxes, fees and charges applied to individual routings
<b>Learning Outcome 3: Know the different types of documentation used by airlines for ticketing and travel</b>	
	3.1 Interpret the data of either a VMCO or a VMPD 3.2 Interpret the data shown in the various areas of two electronic tickets
<b>Learning Outcome 4: Be able to calculate basic fares using the mileage system</b>	
	4.1 Calculate normal fares for a given itinerary for a one way and a return trip using the PAT based on the following factors: Mileage System Neutral Unit of Construction Rate of Exchange Rounding Units 4.2 Calculate both One-Way and Return itineraries using Excess Mileage Surcharge 4.3 Construct a linear fare calculation
<b>Learning Outcome 5: Understand IATA fare areas in relation to quoting fares</b>	
	5.1 Locate the IATA area of major cities 5.2 Select the appropriate IATA sub-area for major cities of the world 5.3 Apply the main Global Indicators to a given itinerary
<b>Learning Outcome 6: Know how to identify and select discounted fares for passenger travel</b>	
	6.1 Calculate the lowest price for a journey using the PAT, showing the fare in local currency with the correct number of decimal places 6.2 Identify the correct fare basis and discount code 6.3 Calculate the lowest applicable child and infant fare for a journey using the PAT

## Question 1

a) Mr Ian Thurston is confirmed on the following flights:

BA 392 Y	23OCT	LHRBRU	0915	1120
BA 401 Y	09NOV	BRULHR	2045	2100

*Reservations, payment and ticketing take place on 19 October.*

Quote the lowest applicable economy fare in local currency for the journey, excluding taxes, fees and charges. State the fare basis.

Fare \_\_\_\_\_

Fare Basis \_\_\_\_\_

State the following.

Minimum stay \_\_\_\_\_ Date \_\_\_\_\_

Maximum stay \_\_\_\_\_ Date \_\_\_\_\_

b) Mr Hans Frey is confirmed on the following flights:

LH 774 Y	16MAR	FRACUR	1020	1830
LH 773 Y	14JUL	CURFRA	2000	0930*

*Reservations, payment and ticketing take place on 09 March.*

Quote the lowest applicable economy fare in local currency for the journey, excluding taxes, fees and charges. State the fare basis.

Fare \_\_\_\_\_

Fare Basis \_\_\_\_\_

State the following.

Minimum stay \_\_\_\_\_ Date \_\_\_\_\_

Maximum stay \_\_\_\_\_ Date \_\_\_\_\_

c) Ms. Trudy Keith is confirmed on the following flights:

TE453	Y	05AUG	LGWVNO	1615	2105
TE452	Y	06MAY	VNOLGW	1415	1515

*Reservations, payment and ticketing take place on 01 August.*

Quote the lowest applicable economy fare in local currency for the journey, excluding taxes, fees and charges. State the fare basis.

Fare \_\_\_\_\_

Fare Basis \_\_\_\_\_

State the following.

Minimum stay \_\_\_\_\_ Date \_\_\_\_\_

Maximum stay \_\_\_\_\_ Date \_\_\_\_\_

## Question 2

- a) Study the Electronic Ticket issued in the SABRE system and, using your VA1 course material if required, answer the questions below.

ELECTRONIC TICKET RECORD									
INV:0000155	CUST:234567			PNR:CPYECF					
TKT: 2369785348318	ISSUED:01DEC09			PCC:1YA2	IATA:9999999				
NAME:SMITH/TAMSINMS									
FOP: AX3742168934339062									
CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	STAT
1	BD	173	Y	05DEC	LHRCDG	0810	OK	YBMI	OPEN
2	BD	174	Y	15DEC	CDGLHR	1210	OK	YBMI	OPEN
FARE	GBP308.00	TAX	5.00GB	TAX	9.30UB	TAX	8.50FR		
		TAX	5.60QX						
TOTAL	GBP336.40								
VALID BD ONLY									
LON BD PAR246.03YBMI BD LON246.03YBMI NUC492.06END ROE0.625917									

Do not check or refer to this fare in your reference book

State each of the following entries i) to vii) from the ticket above:

- i) The total Taxes, Fees and Charges

Answer: \_\_\_\_\_

- ii) The date of ticket issue

Answer: \_\_\_\_\_

- iii) The Form of Payment

Answer: \_\_\_\_\_

- iv) The departure time from Paris

Answer: \_\_\_\_\_

- v) The Fare Basis

Answer: \_\_\_\_\_

- vi) The ticket number

Answer: \_\_\_\_\_

- vii) The IATA Rate of Exchange (ROE)

Answer: \_\_\_\_\_

- viii) State the 2-letter credit card code used if the payment is made by Mastercard

Answer: \_\_\_\_\_

- ix) State the free baggage allowance based on the weight system

Answer: \_\_\_\_\_

- b) Study the Electronic Ticket issued in the AMADEUS system and, using your VA1 course material if required, answer the questions below.

Do not check or refer to this fare in your reference book

E-TICKET									
TKT-1254621180311				RCI-		1A		LOC-K3DE4Y	
OD-LONLON		FCMI-0		POI-LON		DOI-01JUN09		IOI-90188116	
1 .BRADLEY/CLAIREMS				ADT		ST			
1 OLHR BA		31 B		05JUN 0755		OK Y2		O 05JUN 12JUN 23K	
2 OMNL BA		32 B		10AUG 1955		OK Y2		O 05SEP 05SEP 23K	
LHR									
FARE		GBP		1573.00					
TAX		GBP		20.00GB					
TAX		GBP		8.40UB					
TAX		GBP		6.70PH					
TOTAL		GBP		1608.10					
/FC LON BA MNL 1237.16BA LON1237.16NUC2472.32END ROE0.635729									
FP CASH									

State each of the following entries i) to viii) from the ticket above

- i) The full name of the airport of departure of the second flight

Answer: \_\_\_\_\_

- ii) The full Record Locator / PNR / Booking Reference

Answer: \_\_\_\_\_

- iii) The Fare Basis

Answer: \_\_\_\_\_

- vi) The date of ticket issue

Answer: \_\_\_\_\_

- v) The IATA number of the travel agency that issued the ticket

Answer: \_\_\_\_\_

- vi) The complete routing for the itinerary, using city codes

Answer: \_\_\_\_\_

- vii) The Taxes, Fees and Charges paid with their 2-letter codes

Answer: \_\_\_\_\_

- viii) The status of each flight on this e-ticket shows O. Which of the following is the correct definition of this status? Used, Refunded or Open for Use

Answer: \_\_\_\_\_

- ix) State what the entry would be if the ticket is paid by company account / invoice

Answer: \_\_\_\_\_

- x) State what the baggage allowance entry would be if the travel for the journey is in Business class

Answer: \_\_\_\_\_



**Question 3**

Study the Manual MCO and, using your VA1 material if required, answer the questions below:

NAME OF PASSENGER <b>FIANDACA/CARMENMR</b>		MISCELLANEOUS CHARGES ORDER AUDIT COUPON SUBJECT TO TERMS AND CONDITIONS ON BACK OF PASSENGER COUPON		BANK EXCHANGE RATE		SEE BELOW FOR AIRLINE FORM, SERIAL NUMBER	
TYPE OF SERVICE FOR WHICH ISSUED <b>EXCESS BAGGAGE</b>		<b>DATED</b> DATE OF ISSUE		EQUIVALENT AMOUNT PAID		DATE OF ISSUE	
AMOUNT IN LETTERS <b>TWO SEVEN ZERO</b>		CURRENCY <b>USD</b>		AMOUNT IN FIGURES <b>270.00</b>		<b>VALIDATED</b>	
TO <b>1</b>		AT <b>SCI</b>		TOTAL <b>USD270.00</b>			
RESERVATION DATA <b>LA 532 B 02APR SCLJFK 2145 0835</b>		<b>ZPHSTU/1P</b>		ISSUED IN CONNECTION WITH <b>01526127515211</b>			
REMARKS <b>TWO PIECES CHARGE USD135.00 PER PIECE TOTAL USD270.00</b>				ENDORSEMENTS/RESTRICTIONS (CARBON)			
VOID IF MUTILATED OR ALTERED VALID ONE YEAR FROM DATE OF ISSUE		CURRENCY	CASH COLLECTION	CREDIT BALANCE	COMM RATE	TAX AMOUNT	
				FORM OF PAYMENT <b>CASH</b>		ISSUED BY	
				<b>I AN AIDI IMECC A</b>			
				CPN	AIRLINE	FORM AND SERIAL NUMBER	OR
				0	045	26553436276 2	0

1. State each of the following entries i) to vi) from the manual MCO above:

i) The original ticket number

Answer: \_\_\_\_\_

ii) The Form of Payment

Answer: \_\_\_\_\_

iii) The cost per piece

Answer: \_\_\_\_\_

iv) The flight number

Answer: \_\_\_\_\_

v) The service for which the MCO has been issued

Answer: \_\_\_\_\_

vi) The full name of the location of the airline who is being paid

Answer: \_\_\_\_\_

vii) Which Miscellaneous Document was the second document to be universally used?

Answer: \_\_\_\_\_

viii) Which Miscellaneous Document does not permit cheques as the Form of Payment?

Answer: \_\_\_\_\_

ix) When is a Bank Exchange Rate required on a Miscellaneous Document - when you change your money to go on holiday, always, when more than one currency is involved?

Answer: \_\_\_\_\_

x) What is the alphabetical code used for REASON FOR ISSUANCE when a rebooking fee (Domestic) is issued on a vMPD?

Answer: \_\_\_\_\_





