# CTH LEVEL 2 CERTIFICATE IN THE SABRE SYSTEM (QAN - 601/3365/X)

# QUALIFICATION SPECIFICATION

# DECEMBER 2017

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**Introduction  to the CTH Level 2 Certificate in the Sabre System**

The purpose of this qualification specification is to provide an overview of the CTH Level 2 Certificate in the Sabre System.

This document includes the aims, size, structure and content including learning outcomes and assessment criteria for each unit, together with sample assessment questions. There is guidance relating to the accreditation, delivery and assessment requirements for this qualification, and details of grading criteria and the grading of units.  Further details regarding this qualification are available from CTH, and contained within the more comprehensive qualification and assessment handbooks.

**Aims of the Qualification**

The aims are to provide a qualification that:

- provides a practitioner level of knowledge of the Sabre system for creating flight bookings

- provides a solid GDS knowledge base for those working in, or wishing to gain employment in the travel industry.

- underpins the component of the Travel Consultant Apprenticeship Standard related to Industry Technology.

## Access & Entry Requirements

Students do not need any prior background knowledge or experience.

Approved CTH Centres are responsible, prior to admission and enrolment, for ensuring students are deemed able to fulfil the demands of the course and successfully complete the qualification.

CTH would also expect approved Centres to undertake an initial assessment of each student prior to the start of their programme to ensure they are able to provide the student with any necessary additional support.

## Qualification Accreditation Requirements

### Accreditation

Prospective Centres should apply for approval as an accredited CTH Centre in order to deliver this qualification. Please see the 'Contact CTH' page at the end of this specification for advice on the CTH accreditation process, or contact us if you wish to discuss your curriculum requirements.

The CTH accreditation committee will considers applications from centres against a set of criteria, including the availability of suitable teaching accommodation and staffing, experience of delivering qualifications at a similar level and evidence of expertise in academically-related areas including planning the delivery of courses leading to regulated qualifications, quality assurance and preventing malpractice. A skype conversation with CTH academic and quality staff will form part of the initial accreditation application process

### Teaching Rooms

Suitable teaching rooms and IT facilities should be available to students. Accommodation and equipment used for the delivery of the qualification must comply with the relevant legislation relating to Health & Safety.

The approved Centre should ideally also provide an appropriate area and facilities for student relaxation and recreation.

### Centre Staffing

Staff delivering this qualification must be able to demonstrate that they meet the following requirements:
- Be occupationally competent or technically knowledgeable in the area for which they are teaching
- Have recent relevant experience in the specific area that they will be assessing or verifying
- Hold a relevant qualification in the area for which they are teaching.

CTH will review the CV's of all teaching staff when a potential Centre seeks approval to deliver the qualification.

### Continuing Professional Development

Centres must support their staff to ensure that they have current knowledge of the occupational area, and that delivery, assessment and internal verification is in line with current good practice and takes into consideration relevant international regulatory requirements.

## CTH SUPPORT

### CTH training

New CTH centres are eligible for free training (delivered online via Skype in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

CTH also offers training for teaching staff who may be delivering a unit for the first time.

### Resources

New centres are given a copy of the student manual and full access to the Sabre Personal Training site to allow planning of sessions. Final assessment must be taken under exam conditions at the accredited centre.

### Assessment opportunities

Assessments for this qualification are arranged at the convenience of the centre throughout the year. Contact CTH or see the CTH website for more details.

### Assessment responsibilities

CTH set and distribute all assessments to centres where learners have been registered. All examination scripts are returned to CTH for marking and moderation.

## Qualification Level, Size and Structure

The CTH Level 2 Certificate in the Sabre System is a vocationally related qualification on the UK's Regulated Qualification Framework (RQF) and adheres to the Ofqual requirements for assigning a level to a regulated qualification. These requirements and standard Level Descriptors are contained in an Ofqual publication Ofqual/15/5774, Qualification and Component Levels, available via gov.uk. The document URL is: https://www.gov.uk/government/publications/qualication-and-component-levels

## Qualification size

The qualification is designed to be delivered in 50 hours of TQT (Total Qualification Time) of which 40 are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a student to achieve a qualification.

### Definitions
- **Guided Learning Hours – GLH**
  This is the amount of time the average student is expected to spend in supervised learning and practice, but may vary by student.

- **Total Qualification Time – TQT**
  TQT is made up of Guided Learning Hours plus all other time taken in preparation, study or any form of participation in education and training but not under the direct supervision of a lecturer or tutor.

**The following activities are indicative of those included in TQT:**

- Guided Learning (GLH) when the lecturer is present, e.g. formal classes, lecturers, seminars, tutorials, supervised assessment (e.g. exams or observed practice)

- Independent and unsupervised learning or research

- Unsupervised coursework, or directed activity

- Watching pre-recorded webinars or podcasts

- Work placement, self-study, visits to hospitality or tourism outlets, revision and time spent on written assignments.

Students completing this qualification should be able to demonstrate their ability as independent learners.

**Qualification Structure**

The qualification, units and TQT for the CTH Level 2 Certificate in the Sabre System are set out in the following table, often referred to as the Rules of Combination. Further details of each unit are included later in this qualification specification.

| CTH Level 2 Certificate in the Sabre System QAN: 601/3365/X | | | | | |
|---|---|---|---|---|---|
| **Students must achieve:** <br>• one Mandatory unit, providing 5 credits at level 2 | | | | | |
| **Credit value (CV):** | **5 credits** | | | | |
| **Guided Learning Hours (GLH)** | **40 hours** | | | | |
| **Total Qualification Time (TQT)** | **50 hours** | | | | |
| **Unit title** | **L** | **CV** | **GLH** | **URN** | **Assessment Method** |
| The Sabre System | 2 | 5 | 40 | T/506/0148 | Open book written examination |
| **Qualification Total I unit** | | **5** | **40** | | |

**Qualification 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 certificate that recognises their level of achievement.  Note that the Certificate does not allocate a grade.

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

**The pass mark is 85%**

| Level 2 | Students who fail: | To achieve a pass students must: |
|---------|--------------------|----------------------------------|
|         | • do not meet the requirements of the assessment criteria and learning outcomes of the unit | • meet the requirements of the assessment criteria and learning outcomes<br>• demonstrate a level of understanding of key issues in the area of study<br>• produce work that is well presented, clear and well structured |

## Qualification Unit

| Title | The Sabre System | | |
|---|---|---|---|
| Unit purpose and aim(s) | This unit covers how to interpret and create passenger name records and understanding how to use the Sabre system to create and amend a passenger air booking | | |
| URN (Unit reference) | T/506/0148 | | |
| Level | 2 | Credit Value | 5 credits |
| Guided Learning Hours | 40 hours GLH | | |
| Total Qualification Time | 50 hours TQT | | |
| **Learning outcomes**<br><br>When Certificateed credit for this unit, a student will: | **Assessment criteria**<br><br>Assessment of this learning outcome will require a student to demonstrate that they can: | | |
| 1. Know how to interpret and create passenger name records | 1.1 Identify and list the entries required for<br><br>a) Encoding cities and airlines<br><br>b) Checking availability<br><br>c) Passenger names, phones, remarks, and addresses<br><br>d) Frequent traveller information, other service information, and special service requests<br><br>e) Ticketing Information<br><br>f) Ending transactions<br><br>g) Inserting Itinerary segments<br><br>h) Displaying and reserving seats<br><br>i) Cancelling and rebooking itinerary segments<br><br>j) Payment | | |
| 2. Be able to understand how to use the Sabre system to create and amend a passenger air booking | 2.1 Interpret entries of the Sabre system relating to:<br><br>a) An availability display<br><br>b) Fields in a PNR<br><br>c) Fields in a fare display<br><br>d) Fields in a price quote<br><br>e) Fare rules<br><br>f) Flight schedules<br><br>g) Queues | | |

## APPENDIX A – SPECIMEN ASSESSMENT MATERIALS

1. **Assessment type:** Open Book Written examination
   **Unit**: The Sabre System
   **URN**: T/506/0148

# The Sabre System

## Examination  - sample questions.

**Extracts from the Sabre exam questions are provided out of a total of 7 questions from the full exam.**

**Instructions for the full exam:**

- You have **ONE** hour to answer the paper.
- You will require the Sabre course material, to which you should refer
- 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.

**Question 1**

a) A passenger wishes to travel on 04 August from Sydney to Los Angeles with Qantas. What is the entry to encode Los Angeles?

_____

b) What is the single entry to check availability for flights on 04 August from Sydney (SYD) to Los Angeles (LAX) at approximately 1300 travelling on Qantas (QF)?

_____

```
04AUG  WED   SYD/Z‡10    LAX/PDT-17
1QF    107 F9 A9 J9 C9*SYDLAX 1015 0645 744 LR 0 DCA /E
       D9 I7 W9 R9 T9 Y9 B9 H9 K9 M9
2QF     11 F9 A9 J9 C9*SYDLAX 1305 0945 388 LR 0 DCA /E
       D9 I9 W9 R9 T9 Y9 B9 H9 K9 M9
NO MORE - 1* FOR CONX
ADDITIONAL CLASSES ENTER 1*C
```

c) Look at the availability display above and state the entry to select a seat in Y class on the flight that departs at 1305.

_____

d) The following command is then entered: **1R24AUG**
What information would this entry produce?

_____

```
1 QF  11Y 04AUG 3 SYDLAX SS1  1305  0945  /DCQF /E
2 QF  12Y 24AUG 2 LAXSYD SS1  2230  0630   26AUG 4 /DCQF /E
```

e) You have selected the flights above, however the passenger asks you if there are any lower economy fares available. Which single entry would you use to find the lowest fare available and automatically re-book?

_____

f) What entry would you use to enter the passenger's name as Mr Ian Andrews?

_____

g) State the entry to advise that the ticketing deadline is 14 May.

_____

```
1.1ANDREWS/IANMR
 1 QF  11O 04AUG 3 SYDLAX HK1  1305  0945  /DCQF*Z6WTXA /E
 2 QF  12O 24AUG 2 LAXSYD HK1  2230  0630   26AUG 4
                            /DCQF*Z6WTXA /E
TKT/TIME LIMIT
  1.TAW14MAY/
PHONES
  1.LON0376582465824-A
  2.LON0376544287910-H
  3.LON0796636600011-M
FARE - PRICE RETAINED
REMARKS
  1.-CHEQUE
RECEIVED FROM - TONY
LN8F.LN8F*AJW 0911/12MAY10 IIXYSA
```

h) Look at the completed PNR above and state the passenger's contact telephone number at home.

_____

i) Give the name of the person who made the reservation.

_____

j) What is the Sabre PNR for this booking?

_____

k) Which entry would you use to display the seat map for flight sector 1?

_____

```
FARE - PRICE RETAINED
FARE SUBJECT TO CHANGE
 1.  WS
      BASE FARE      EQUIV AMT     TAXES          TOTAL
      AUD889.00     GBP535.00     190.00XT      GBP725.00ADT
   XT    28.30AU     30.00WY     22.00US      3.70YC
        4.80XY      3.40XA      1.70AY     93.00YQ
        3.10XF
        889.00      535.00     190.00         725.00TTL
ADT-01  OUSA4
   LAST DAY TO PURCHASE 14MAY
SYD QF LAX403.80OUSA4 QF SYD403.80OUSA4 NUC807.60END ROE1.10
0776 XFLAX4.5
   CARRIER RESTRICTIONS APPLY/PENALTIES APPLY
LN8F LN8F *AJW 0911/12MAY
```

l) Using the information above, state in GBP, the total cost of the flight, including all taxes, fees and charges?

_____

a) State the entry to add the passenger's mobile telephone number to the PNR: 07777123456.

_____

**Question 2**

a) What is the entry to display availability from London (LON) to Johannesburg (JNB) on 03 September with British Airways (BA)?

---

```
03SEP  FRI  LON/Z‡1    JNB/‡1
1 BA  33  F9 A9 J9 C9 *LHRJNB 0920 2110   744 M 0 X13 DCA /E
        D9 R9 I9 W9 E9 T9 Y9 B9 H9 K9
2 BA  55  F9 A9 J9 C9 *LHRJNB 1905 0655‡1 744 M 0 X137 DCA /E
        D9 R9 I9 W9 E9 T9 Y9 B9 H9 K9
3 BA  57  F0 A0 J9 C9 *LHRJNB 2115 0905‡1 744 M 0 456 DCA /E
        D9 R9 I9 W9 E9 T9 Y9 B9 H9 K9
```

b) The client would like to travel on flight BA57 at 2115 in First Class (F), however no seats are shown as available.
What is the entry you would use to waitlist 1 seat in F class on this flight?

---

c) The client would like to check the total journey time between London and Johannesburg based on flight BA57. From the Fare Display shown above, what entry would you use to check the journey time?

---

```
03SEP  FLT SEGMENT  DPTR  ARVL   MEALS   EQP    ELPD  MILES SM
 3 BA* 57   LHR JNB     2115  0905 ‡   M      777    10.50  5631  N
DEP-TERMINAL 5             ARR-TERMINAL A
ONEWORLD
```

d) From the information above, what is the total journey time of the flight?

---

e) The client asks you what type of aircraft they will be flying on. Using the information above, which entry will give you this information?

---

f) State the entry to display a flight schedule (timetable) from 02 February onwards between Rome (ROM) and Tokyo (TYO).

---

**Question 3**

The following booking has appeared on your Queue.

```
1 AZ 615Y 30MAY 7 BOSFCO*HK1  1745  0745   31MAY 1

                /DCAZ*KRDBQR /E

2 AZ 720Y 31MAY 1 FCOATH*HK1  0835  1135  /DCAZ*KRDBQR /E

3 AZ 717Y 06JUN 7 ATHFCO*HK1  0655  0810  /DCAZ*KRDBQR /E

4   AZ 614Y 06JUN 7 FCOBOS*KK1  1000  1315  /DCAZ*KRDBQR /
```

a)  This booking been queued to you to update. What is the reason for this?

b)  What entry would you make to update the status of the booking?

c)  Which entry would you make to ignore the PNR, leave it on the Queue and display the next PNR on the Queue?

d)  You are asked to check the total number of bookings on Queue in a different branch of your travel agency, whose pseudo city code is BM7G. What entry would you use to find this information?

e)  If your personal Queue was Queue number 87, which entry would you make to access your Queue?

## CONTACT CTH

### About CTH:

CTH, the Confederation of Tourism and Hospitality, is an Ofqual recognised Certificateing Organisation established in 1982 specialising in gold standard qualifications for the hospitality, culinary, travel and tourism sectors.

CTH employs specialist staff with experience in these industries and links to current industry partners, as well as education or training experience.  They are available to discuss your curriculum requirements or queries concerning this qualification.

In addition to our existing portfolio of qualifications currently available (included in Ofqual's Register of Regulated Qualifications), we can also offer individual unit qualifications, or discuss requirements for new qualifications suitable for local needs.

### Location:

CTH offices are located in London's West End, opposite to Selfridges entrance in Duke Street. The address is 37 Duke Street, London W1U 1LN

### Website:

[www.cthCertificates.com](www.cthCertificates.com)

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