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

**QUALIFICATION  
SPECIFICATION**

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**DECEMBER 2017**

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## CONTENTS

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<b>Introduction to the CTH Level 2 Award in VA Fares and Ticketing</b> .....	<b>2</b>
Introduction .....	2
Aims .....	2
Access & Entry Requirements.....	2
Qualification Accreditation Requirements.....	3
CTH Support .....	4
<b>Qualification Level, Size and Structure</b> .....	<b>5</b>
Qualification Structure (Rules of combination) .....	5
Grading Criteria.....	7
<b>Qualification Units</b> .....	<b>8</b>
Appendix A.....	10
Assessment methodology.....	11
<b>Sample Assessments</b> .....	<b>12</b>
Sample Closed Book Examination Examination .....	14
<b>Contact CTH</b> .....	<b>19</b>

## Introduction to the CTH Level 2 Award in VA Fares and Ticketing

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### Introduction

The purpose of this qualification specification is to provide an overview of the CTH Level 2 Award in VA Fares and Ticketing.

This document includes the aim, size, structure and content including learning outcomes and assessment criteria for each unit, together with different types of sample assessments. 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:

- Gives an understanding of how to calculate basic air 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.
- Gives 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 travelling.
- Provides students with the skills to work in the travel industry for booking flights

### Access and 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

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### 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 consider 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

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### CTH training

New CTH centres are eligible for a couple of hours free training (delivered online 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.

### Assessment opportunities

Assessments 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

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The CTH Level 2 Award in VA Fares and Ticketing 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/qualification-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.

## Structure

The qualification, units and TQT for the CTH Level 2 Award in VA Fares and Ticketing are set out in the following table, often referred to as the Rules of Combination.

<b>CTH Level 2 Award in VA Fares and Ticketing – 601/2518/4</b>					
<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>		
<b>Mandatory units</b>					
<b>Unit title</b>	<b>L</b>	<b>CV</b>	<b>GLH</b>	<b>Ofqual no.</b>	<b>Assessment Method</b>
VA Fares and Ticketing	2	20	50	R/505/9458	Open book written examination
		<b>20</b>	<b>50</b>		

## QUALIFICATION GRADING CRITERIA

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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 Award 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.

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>



**ASSESSMENT UNITS**

Title	<b>VA Fares and Ticketing</b>	
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>

<p>4. Be able to calculate basic fares using the mileage system</p>	<p>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:</p> <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>• The Mileage System</li> <li>• Ticketed Point Mileage</li> <li>• Fare Quote sheet</li> <li>• Fare Calculations</li> <li>• The Fare Ladder</li> <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>
<p>5. Understand IATA fare areas in relation to quoting fares</p>	<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>
<p>6. Know how to identify and select discounted fares for passenger travel</p>	<p>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</p> <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>• International fares and rules for IATA carriers</li> <li>• The World-Wide Passenger Air Tariff</li> <li>• Passenger Air Tariff Books</li> <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>

## **APPENDIX A – SPECIMEN ASSESSMENT MATERIALS**

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**Assessment type:** Written 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: \_\_\_\_\_

### Question 3

Calculate the fare for the journey shown in NUCs and then convert into Local Currency and complete the fare calculation area. Do not complete the manual fare calculation ladder, which has been greyed out.

Route:                              **LON**

**REK FI       Class of service – Business**

**AMS FI**

**BAH KL**

**HKG CX**

**X/BKK TG**

**SYD QF**

TPMs	CL	FROM/ TO	CARR	FARE CALC
		TOTAL FARE CALC		

FARE CONSTRUCTION POINTS		
GI		
FARE TYPE		
FARE		
RULE		
MPM		
TTL TPM		
EMA		
NEW TPM		
EMS		
HIP		
CALCULATED FARE		

TOTAL NUC	
IATA ROE	
CURRENCY CODE: ROUNDING UNIT	
NOTE(s)	
UNROUNDED FARE	
FARE ROUNDED (L.C.F)	

FARE CALCULATION

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## Question 4

- a) State the applicable Global Indicator for the following journeys:

MAN – LON – NYC - YVR \_\_\_\_\_

JNB – LON – ZRH - VIE \_\_\_\_\_

SCL – MVD – MAD- AGP \_\_\_\_\_

HKG – SEL – ATH - IST \_\_\_\_\_

- b) State the IATA area and sub areas for the following cities.

	IATA Area	IATA sub-areas
DAM	_____	_____
TNG	_____	_____
NAS	_____	_____
CNS	_____	_____

- c) The Lucca family are booked on the following flights.

AZ106	Y	20JUL	FCO IST	1030	1345
AZ107	Y	27JUL	IST FCO	1400	1830

Using the information above and in the applicable excursion fare rule (YEE), state the fare in local currency and the applicable fare basis for Mr and Mrs Lucca's daughter and son who are accompanying them to Istanbul on the same excursion fare, Miss Antonia Lucca is 9 years old and Master Gabriel Lucca is 18 months old.

Miss Antonia Lucca                      Fare \_\_\_\_\_

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

Master Gabriel Lucca                      Fare \_\_\_\_\_

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

## CONTACT CTH

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### About CTH:

CTH, the Confederation of Tourism and Hospitality, is an Ofqual recognised Awarding 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.cthwards.com](http://www.cthwards.com)

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