
Qualification Specification

**CTH Level 2 Award in the Sabre
System**

January 2021

QAN: 601/3365/X



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1. Introduction

Overview

The objective of this Qualification Specification is to provide an overview of the **CTH Level 2 Award in the Sabre System** qualification.

This document includes the aim, size, structure and content including learning outcomes and assessment criteria for each unit, together with a sample assessment.

There is guidance relating to the centre approval, 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 Delivery and Assessment Handbook.

Purpose of the Qualification

The purpose is to provide a qualification that:

- Provides students with the skills required by employers in the business industry.

Access and Entry Requirements

The entry requirements below are intended for guidance only as applicants may apply with a wide variety of backgrounds and qualifications.

Approved CTH Centres are responsible for ensuring students meet the recommended admission requirements below, prior to admission and enrolment, and 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.



Requirements:		Recommended Admission Requirements:
All Students	Minimum Age	16 at enrolment.
	English Language	<p>All students without English as a first language must hold at least IELTS 5.0 or other evidence of competence in English at this level.</p> <p>The course is taught in English and assessed by written examination in the English language.</p>
	Study Skills	Basic study skills.
	Education	<p>This is an open access qualification with admission at the discretion of approved CTH Centres for students they consider able to successfully complete the qualification.</p> <p>However, all students should have completed full time secondary education up to age 16, and it is expected that most will have achieved a recognised qualification at Level 2 in some subjects (UK GCSE level or overseas equivalent).</p>

2. Centre Approval Requirements

Centre Approval

Prospective Centres should apply to become an approved CTH Centre in order to deliver this qualification. Please see the 'About CTH' page at the end of this specification for advice on the CTH approval process or if you wish to discuss your curriculum requirements.

The CTH Approval 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 and maladministration. An online video conversation with CTH academic and quality staff will form part of the initial approval 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. This course requires a computer in order to follow the teaching modules of the Sabre training system. Only access to the internet is needed.

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 teaching qualification as well as a relevant degree.

CTH will review the CV's of all teaching staff when a potential Centre seeks approval to deliver the qualification. Centres must appoint an Internal Verifier (IV) and have a named quality insurance lead.

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.

3. CTH Support

CTH Delivery and Assessment Handbook

Centres approved to deliver this qualification will be provided with a comprehensive Delivery and Assessment Handbook designed for the qualification delivery team of teaching staff, quality assurance staff and administrators.

CTH Training

New CTH centres are offered a short induction session (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.

CTH Members Website and Resources

The CTH Members website resource is available for both Centre teaching staff and students and contains a wealth of resources.

Assessment Opportunities

Contact CTH or see the CTH website for more details.

Assessment Responsibilities

Centres must:

- Register students as CTH Members no later than 4 weeks after starting to teach the course.
- Register students for each assessment submission within the timescales stated on the CTH website.

CTH produces and distributes all assessments to centres where learners have been registered.

Examinations:

- All examinations are set by CTH, who distributes these electronically to Centres.
- Student exam scripts are returned to CTH, with attendance sheets, seating plans and any other documentation including special consideration forms, invigilators reports, suspected malpractice reports.
- CTH staff mark and moderate all exam papers.

CTH Exam Board review all moderated assessment results, taking into consideration reports from the Malpractice Panel, and ratify these before publication.

4. Qualification Level, Size and Structure

The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England. The CTH Level 2 Award in Sabre System is a vocationally related qualification on the Ofqual Regulated Qualification Framework (RQF), and adheres to the regulations set out in the Ofqual Handbook. Ofqual regulated qualifications are recognised and trusted by parents, employers and educational establishments globally due to the stringent controls and quality assurance requirements Ofqual places on awarding organisations, qualifications and approved delivery centres.

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 centre marker.

The following activities are indicative of those included in TQT:

- Guided Learning (GLH) when the lecturer is present, e.g. formal classes, lectures, seminars, tutorials, supervised assessment such as exams or observed practice.
- Independent and unsupervised learning or research.
- Unsupervised coursework or directed activity.

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

Qualification Level

This qualification is at

- Level 2 on the Regulated Qualifications Framework in England (RQF).

CTH qualifications comply with level descriptors set by Ofqual, which are divided into two categories:

- Knowledge and Understanding.
- Skills.

The descriptors below set out the generic knowledge and skills associated with the typical holder of a qualification at that level.

Level 2 Knowledge descriptor:

The holder...

- Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.
- Can interpret relevant information and ideas.
- Is aware of a range of information that is relevant to the area of study or work.

Level 2 Skills descriptor:

The holder can...

- Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.
 - Identify, gather and use relevant information to inform actions.
 - Identify how effective actions have been.
-



Qualification Structure

The qualification, units and TQT for the CTH Level 2 Award in the Sabre System are set out in the following table. Further details of each unit are included later in the specification.

CTH Level 2 Award in the Sabre System						
Students must achieve: One unit, providing 5 credits at level 2.						
Credit Value (CV): 5				QAN: 601/3365/X		
Guided Learning Hours (GLH) for Qualification: 40				Total Qualification Time (TQT) for Qualification: 50		
Mandatory Unit						
Unit Code	Unit Title	L	CV	GLH	URN.	Assessment Method
SS2	The Sabre System	2	5	40	T/506/0148	Open book written examination
Award Total (1 unit)			5	40		

This qualification provides for progression to other qualifications. Further details can be obtained via the CTH website at: <http://www.cthawards.com>

5. Qualification Grading Criteria

The qualification is graded as either Fail or Pass. In terms of certification, this means that students will receive a grade for each unit successfully completed.

Grading Criteria:

Level 2	
Students who fail (0% to 84%):	To achieve a Pass grade (85%+), students must:
<ul style="list-style-type: none">Do not meet the requirements of the assessment criteria and learning outcomes of the unit	<ul style="list-style-type: none">Meet the requirements of the assessment criteria and learning outcomes.Demonstrate a level of understanding of key issues in the area of study.

6. Assessment Methodology

Assessment of students' work will be carried out by written examination and does not require a computer. Students' work will be measured against the specified learning outcomes and assessment criteria of each unit.

7. Qualification Unit



The Sabre System

Ofqual Unit Ref No.	T/506/0148	CTH Unit Ref:	SS2
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.		
Unit Level	2		
Unit Size	Guided Learning Hours (GLH)	40 Hours	Credit Value: 5 Credits
Unit Assessment is by:	Open book written examination.		
Learning Outcome 1	Know how to interpret and create passenger name records.		

Assessment Criteria

1.1 Identify and list the entries required for:

- Encoding cities and airlines.
- Checking availability.
- Passenger names, phones, remarks, and addresses.
- Frequent traveller information, other service information, and special service requests.
- Ticketing Information.
- Ending transactions.
- Inserting Itinerary segments.
- Displaying and reserving seats.
- Cancelling and rebooking itinerary segments.
- Payment.

Learning Outcome 2

Be able to understand how to use the Sabre system to create and amend a passenger air booking.

Assessment Criteria

2.1 Interpret entries of the Sabre system relating to:

- An availability display.
- Fields in a PNR.
- Fields in a fare display.
- Fields in a price quote.
- Fare rules.
- Flight schedules.
- Queues.

8. Sample Assessment

Assessment Example	
Unit	The Sabre System
Unit Ref. No.	T/506/0148
Assessment Type	Open book written examination.
Time Allowed	1 hour for the examination



The Sabre System

Mock Examination

Instructions

- **1 hour** is allowed for this paper.
- **The pass mark is 85%.**
- Do not begin writing until instructed to by the invigilator.
- Read these instructions carefully before answering any questions.
- All answers are to be written in **pen or pencil**.
- Make sure that your name, CTH membership number, centre name and unit title are clearly marked on any additional pages you hand in.
- You should attempt all questions to gain a pass. The number of marks allocated to each part of a question is given next to the question and you should spend time in accordance with that allocation.
- You may find it helpful to make rough notes; these notes should be crossed out before handing the paper in.
- The exam paper must be handed in to the invigilator before you leave the examination room.



Sample Exam Questions

Please note: All questions are compulsory and carry a total of 100 marks.

Question 1 (20 marks)

- 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?

9. About CTH

CTH, the Confederation of Tourism & 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.

Policies

CTH policies are available to Approved Centres and learners to refer to in the administration and the delivery of the programme.

Location

CTH's offices are located in central London, United Kingdom, within easy walking distance of underground and bus stops. We always welcome visits from Centres and encourage this wherever possible.

Website

www.cthawards.com

Contact us via

Email: Please use contact email: info@cthawards.com
Telephone: CTH switchboard +44 (0)20 3411 7895
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