GOVERNMENT OF THE PUNJAB

TECHNICAL EDUCATION & VOCATIONAL

TRAINING AUTHORITY

TEVTA

GOVERNMENT OF THE PUNJAB

Airline Ticketing

(3 Month)

Developed August 2015

APPROVED
Date: 18 - 08 - 15
Sign:

CURRICULUM SECTION

ACADEMICS DEPARTMENT

96-H, GULBERG-II, LAHORE

Ph # 042-99263064, 99263055-59

gm.acad@tevta.gop.pk, manager.cur@tevta.gop.pk
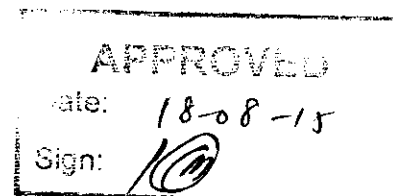
TRAINING OBJECTIVES:

According to World Travel & Tourism Council, the total contribution of Travel & Tourism to GDP of Pakistan was PKR 1,632.2bn (7.1% of GDP) in 2013, and it is to rise by 5.6% pa to PKR 2,999.1bn (7.4% of GDP) in 2024, thus a greater demand for employment is available in this industry.

Keeping in view the potential in aviation industry, TEVTA is offering certificate in Airline Ticketing as a comprehensive 3 month program, comprised of conceptual theoretical knowledge and practical learning with an aim at imparting scientific approach to the field of Travel & Tourism.

This program is offered for trainees looking to work in Airline & Travel Agencies or want to open their own travel agency. The certificate course gives trainees an opportunity to develop their knowledge and understanding with air travels. The course covers range from Ticketing, corporate communications to current affairs and rating & mileage system.
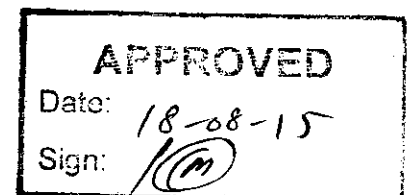
CURRICULUM SALIENT'S

Name of Course	**Airline Ticketing**
Entry Level	Intermediate or equivalent
Duration of course	03 Month
Total Training Hours	400 Hours
Training Hours per Day	07 Hrs per day (5 Hrs Friday)
Training Methodology	Practical 80 % (318 Hrs).
	Theory 20 % (82 Hrs).
Medium of Instruction:	Urdu / English

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SKILL PROFICIENCY DETAILS: -

After the completion of this training program, the trainees will be able to:
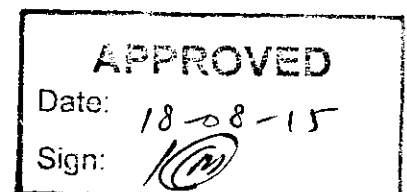
- Guide World Airline Geography, List Airport and Airline Codes, Aircraft Types, etc.
- Calculate Elapsed Flying Times, Overview of Fare Types.
- Identify the different types of Computer Reservation Systems (CRSs).
- Handle the clients' queries.
- Code- Decode of Cities, Countries and Airlines.
- Calculate the Higher Intermediate Fares (HIP/ HIF).
- Calculate Excess Mileage Surcharge (EMS), Extra Mileage Allowance/ Routing (EMA/EMR).
- Segregate Mixed Class Sectors/Class differential/CD, Surface sector (Open Jaw).
- Construct Fares in form of Manual, Automated or E-Ticketing.

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KNOWLEDGE PROFICIENCY DETAILS

After the completion of this training program, the trainees will be able to:

- Identify the guidelines of service excellence in the Travel Industry.
- Provide a brief overview of Travel-related Organizations and Associations.
- Identify the history of time zones.
- Define twenty-four hour clock, International Time Calculation.
- Define a Computer Reservation System (CRS).
- Explain Personal Development Skills and Selling Skills, etc.
- Learn Communication Skills.
- Provide Customer Service.
- Explain Freedoms of Air (as per **IATA/ICAO** Doc 9626) and latest Global Indicators.
- Explain World Airline Geography (as per **IATA** standard).

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CURRICULUM DELIVERY STRUCTURE

	Curriculum Delivery	Revision	Final Test	Total
WEEK	1-10	11	12	12
	10	1	1	

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SCHEME OF STUDIES
Airline Ticketing
(03 - Month)

Sr. No	Main Topics	Theory Hours	Practical Hours	Total Hours
1.	An Introduction to Travel & Tourism Industry	7	27	34
2.	An Introduction to Universal Time Coordinator (UTC)	11	41	52
3.	Types of Air Fares	11	41	52
4.	Abbreviation & Definitions of IATA & ISO Codes	11	41	52
5.	Applicability of IATA Fares	11	41	52
6.	Validities & Counting	11	41	52
7	Construction Rules for Journeys	10	42	52
8	Types & Applications of Round & Circle Trips Fares	10	44	54
	Total	82	318	400

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DETAIL OF COURSE CONTENTS
Airline Ticketing
(03 - Month)

Sr. No.	Detail of Topics		Theory Hours	Practical Hours
1.	**AN INTRODUCTION TO TRAVEL & TOURISM INDUSTRY**			
	1.1	Global Travel Industry,	2	4
	1.2	Guidelines of Service Excellence.	2	5
	1.3	History of Aviation,	1	6
	1.4	Travel related Organization & associations	1	6
	1.5	Travel Industry Terms & Definitions	1	6
2.	**AN INTRODUCTION TO UNIVERSAL TIME COORDINATOR (UTC)**			
	2.1	Universal Time Coordinator	3	8
	2.2	International Time Calculations	2	7
	2.3	Types of Flight	2	8
	2.4	Flying Time	2	8
	2.5	Actual Transportation Time	2	10
3.	**TYPES OF AIR FARES**			
	3.1	Explanation on Different Airfares Classes	2	6
	3.2	Define CRS	1	18
	3.3	Airline Reservation Officers	2	5
	3.4	Selling Skills, Customer Skills, Telephone Techniques	2	5
	3.5	Interview Techniques, Professionalism	2	5
	3.6	Problem Solver, Communication Skills,	2	2
4.	**ABBREVIATION & DEFINITIONS OF IATA & ISO CODES**			
	4.1	IATA & ISO 3 Letter City & Airport Codes	2	6
	4.2	Country & Currency Codes, Airline Codes & Aircraft Codes	1	7
	4.3	Freedoms of Air	2	8
	4.4	Time Table of Flights	2	7
	4.5	World Airline Geography, IATA Traffic Conference Areas	2	7
	4.6	IATA Latest Global Indicators	2	6
5.	**APPLICABILITY OF IATA FARES**			
	5.1	Applicability of International Air Fares	2	6
	5.2	Cabin Configurations	1	4

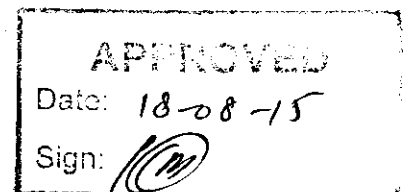|				
	5.3	First, Business & Economy Air Fares	1	5
	5.4	Restricted Normal Fares, Secondary Level Fares	2	7
	5.5	Definition of Stopover, Transit and Transfer	1	4
	5.6	How to read NUC, MPM & TPM	2	6
	5.7	Excess Mileage Surcharge, Excess Mileage Allowances	1	4
	5.8	Application of EMA & EMS	1	5
6.	**VALIDITIES & COUNTING**			
	6.1	Types of Flight Ticket, How to read Flight Ticket,	2	8
	6.2	Electronic Ticket, Paper Flight Ticket, Auto Ticket	2	7
	6.3	Fare Construction Steps	2	8
	6.4	Baggage Allowance, Piece & Weight Systems	3	8
	6.5	Construction Rules for Journeys	2	10
7.	**CONSTRUCTION RULES FOR JOURNEYS**			
	7.1	Pricing Unit Concept	2	8
	7.2	Single Higher Intermediate Point & Fares (S/HIP, S/HIF)	2	7
	7.3	Double Higher Intermediate Point & Fares (D/HIP, D/HIF)	2	9
	7.4	Applications & Calculations of S/HIP, S/HIF	2	8
	7.5	Revision of One Way Fares Calculations	2	10
8.	**TYPES & APPLICATIONS OF ROUND & CIRCLE TRIPS FARES**			
	8.1	Round Trip Fares, Application & Calculations	2	8
	8.2	Circle Trip Fares, Application & Calculations,	2	8
	8.3	Surface Sectors Calculations	2	7
	8.4	Mixed Class Calculations	2	7
	8.5	Revision of Round & Circle Trip Fares Calculations	2	15
	Total		82	318

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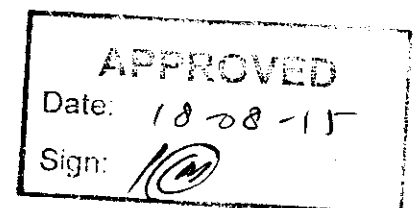
LIST OF PRACTICALS

Airline Ticketing
(03 - Month)

1:   Find out Country, Currency and Airport Codes.

2:   Find out Airline and Aircraft Codes and Types.

3:   Identify the locations of Countries.

4:   Work out IATA Traffic Conference Areas.

5:   Work out IATA Sub-Areas.

6:   Explore the Airline's Network and Destinations.

7:   Find out various types of Fares.

8:   Calculations of One Way and Round Trips Routings.

9:   Differentiate between Paper Type Ticket and E-Ticket.

10: Fill out the Ladder and Linear Formats of Tickets.

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LIST OF LABS

Airline Ticketing
(03 - Month)

- Computer Lab

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LIST OF TOOLS AND EQUIPMENT

FOR CLASS OF 25 STUDENTS

Airline Ticketing
(03 - Month)

Name of Trade	Airline Ticketing
Duration of Course	3 – Months

Sr. No	Nomenclature of Equipment / Tool	Quantity	Estimated Cost per Unit (PKR)
1.	Computer (complete set)	26 Nos.	40,000
2.	Server along with networking	01 Set	60,000
3.	Computer table	26 Nos.	5,000
4.	Computer Chair	26 Nos.	3,500
5.	File Cabinet	03 Nos.	10,000
6.	Office Table	01 No.	8,000
7.	Office Chair	02 No.	4,000
8.	White Board	01 No.	2,000
9.	Student Chairs.	25 Nos.	2,000

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LIST OF CONSUMABLE MATERIAL

FOR CLASS OF 25 STUDENTS

Airline Ticketing
(03 - Month)

Sr. No	Item	Quantity	Estimated Cost (PKR) Per Unit
1.	Political World Map	25	200
2.	Highlighter	25	50
3.	HP Pencil 2.5	25	10
4.	Sharpeners	25	10
5.	Eraser	25	10
6.	6 inch transparent scale	25	15
7.	Simple Calculator (Large Size) 09 to 10 digits	25	200

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1. QUALIFICATION OF INSTRUCTORS
Airline Ticketing (03 - Month)

ACADEMIC QUALIFICATIONS:
- Graduate (Preferably Post Graduate/Masters)

And
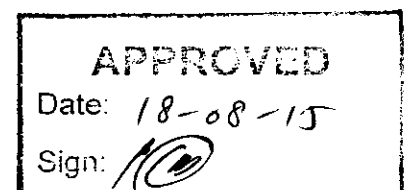
PROFESSIONAL QUALIFICATIONS:
IATA **International Travel & Tourism Management (DITTM)**
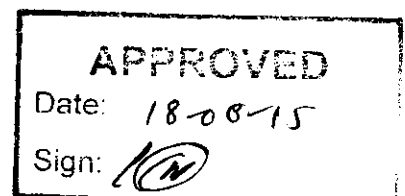**Diploma in** Air Fares & Ticketing **from reputable & recognized Institution**

Or

PROFESSIONAL EXPERIENCE:
3 -5 years **teaching & training experience as per** IATA standard **from reputable & recognized Institution.**

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REFERENCE BOOKS
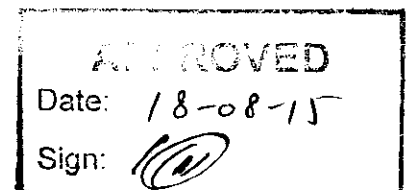
1: **Global Fares & Ticketing (Manual)** by Zafar Rasheed Revised edition Vol.2, year 2015

2: **Global Fares & Ticketing Reference Book and Extracts** by Zafar Rasheed Revised edition Vol.2, year 2015

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EMPLOYABILITY OF THE GRADUATES

The pass outs of this course may find job / employment in the following areas / sectors: -

- ✓ Airline Ticketing Agent, Ground staff, Airport Passengers Services, customer service, etc.

- ✓ Travel Agency as Travel consultant, Ticketing Executive.

- ✓ Hotel Travel Desk executive, Travel BPO.

- ✓ In-House Travel Consultant for MNC and other associations.

- ✓ Tour operators.

- ✓ Airline Call Centre Representative.

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EVALUATION CRITERIA

Following procedure will be followed for the evaluation of short courses:-

1   Admitted students will be registered with the Punjab Board of Technical Education Lahore within one month after the last date of admission.

2   The testing of the students shall be carried out as follows:-

A. Grading System (Theory & Practical)

A+   Grade from 80% and above

A   Grade from 70% to 79%

B   Grade from 60% to 69%

C   Grade from 50% to 59%

F   Less than 50%

Fail   Below 40% in Theory & 50% in Practical

Candidate has to pass both Theory and Practical

B. Attendance

Students below 80% attendance will not be admissible to appear in examination.

C. Examination Body

Punjab Board of Technical Education Lahore will be the Testing and Evaluation Authority.

D. Testing

Conduct The testing shall be conducted in respective institutions under overall supervision of PBTE.

3.   **Methodology**

Following testing methodology will be adopted:-

a) Class attendance / participation   =   10%

b) Sessional Performance   =   40%
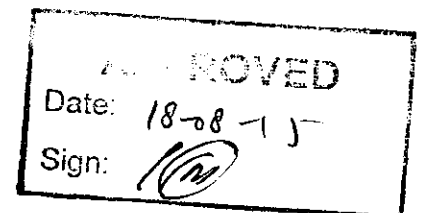
(Practical exercises/ quizzes/ assignments).

c) Final Exams.

  i.   Theory   =   10%

  ii.   Practical   =   40%

    TOTAL   =   100%

4.   The institute concerned will forward the result of students to Punjab Board of Technical Education Lahore on TEV/CURR/F-I from within seven days of termination of course.

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5.   Punjab Board of Technical Education will process the result carrying out its scrutiny/ vetting and issue certificate to successful candidates as per specimen attached.

6.   The Secretary PBTE will also coordinate for the endorsement of the said certificate by General Manager (Academic).

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Curriculum Development Committee

1	**Mr. Kashif Saeed,** Manager (Research & Communication) Multiline Group, First floor, 240-A (Ayubia Market), New Muslim Town, Lahore. Cell: 0333-4836099	**Convener**
2	**Muhammad Younis Shakir,** Assistant Director, R&D Section, TEVTA Secretariat, Lahore. Cell: 0333-4236187	**Member**
3	**Mr. Zafar Rasheed,** Head of Department, Travel & Tourism Studies, COTHM, 5-C, Main Gulberg-II, Ayesha Siddiqa Road, Jail Road, Lahore Cell: 0320-8405550	**Member**
4	**Muhammad Mahboob Butt,** Chief Instructor, Govt. College of Technology, Sahiwal. Cell: 0322-7044745	**Member**
5	**Mr. Umar Saleem** Manager Programs & Sr. Manager Examination, 5-C, Main Gulberg-II, Ayesha Siddiqa Road, Jail Road, Lahore Cell: 0323-1482574	**Member**

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