

Model Curriculum

Airline Reservation Agent

SECTOR: AEROSPACE AND AVIATION
SUB-SECTOR: AIRLINE
OCCUPATION: CUSTOMER SERVICE
REF ID: AAS/Q0302
NSQF LEVEL: 4



Certificate

**CURRICULUM COMPLIANCE TO
QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS**

is hereby issued by the

AEROSPACE & AVIATION SECTOR SKILL COUNCIL (AASSC)

for the

MODEL CURRICULUM

Complying to the National Occupational Standards of
Job Role/Qualification Pack : **“Airline Reservation Agent “** QP No. AAS/Q0302 NSQF level 4



(Authorised signatory)

Aerospace & Aviation Sector Skill Council (AASSC)

Date of issuance : 11 July 2017
Valid up to : 10 July 2018

* Valid up to the next review date of the Qualification Pack

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Airline Reservation Agent

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Airline Reservation Agent”, in the “Aerospace & Aviation” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Airline Reservation Agent		
Qualification Pack Name & Reference ID.	AAS/Q0302		
Version No.	1.0	Version Update Date	15 – 03 - 2017
Pre-requisites to Training	Class XII		
Training Outcomes	<p>After completing this programme, participants will be able to;</p> <ul style="list-style-type: none"> • Responsibly undertake ticketing functions • Responsibly undertake reservations • Provide customer support to the passengers via phone or personally assist passengers. • Identify and use basic tools, equipment & materials; Understanding of carrying out tool box, machinery equipment for its operation. • Achieve basic communication skills and good inter-personal skills. • Acquire abilities to stand and walk for long periods of time consistent kneeling, squatting and reaching above the head with caution to avoid accidents. 		

This course encompasses 3 out of 3 National Occupational Standards (NOS) of “Airline Reservation and Ticketing Agent” Qualification Pack issued by “Aerospace & Aviation Sector Skill Council (AASCC)”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Follow safety and security procedures Theory Duration (hh:mm) 25:00 Practical Duration (hh:mm) 23:00 Corresponding NOS Code AAS/N0502</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> comprehend the organisation’s safety and security policies and procedures comprehend the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference report any identified breaches of safety, and security policies and procedures to the designated person coordinate with other resources at the workplace (within and outside the organisation) to achieve safe and secure environment identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual’s authority report any hazards outside the individual’s authority to the relevant person in line with organisational procedures and regulatory guidelines follow organisation’s emergency procedures for incidents or accidents, fires or acts of unlawful interference identify and recommend opportunities for improving health, safety, and security to the designated person ensure completion of all health and safety records are updates and procedures well defined 	<p>White/Black board, Markers, computer and projector, trainer’s guide, student handbook,</p>
2	<p>Passenger reservation Theory Duration (hh:mm) 70:00 Practical Duration (hh:mm) 90:00 Corresponding NOS Code AAS/N0305</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> greet the customer in a courteous manner and gather the details of travel itinerary of the customer provide the passenger with the details of the fare and the total cost of itinerary based on the details provided by the customer gather the required personal details from customer before confirming the booking using the reservation software, make a booking for the customer as per the confirmed itinerary collect the payment from the customer and deliver the tickets via physical copy or via emails or via any 	<p>White/Black board/ Chart paper, Markers/Computer and projector, trainer’s guide, student handbook, Chart of parking layout, traffic markings, signals, cones, barriers, marking tape, signage, jackets, and communication. Chart on traffic signals and symbols, walkie-talkie,</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>approved mode as per organisation policies</p> <ul style="list-style-type: none"> • gather the relevant details of the itinerary of the passenger and retrieve the same in the reservation system • confirm the itinerary with the passenger before proceeding to make any changes • gather the change requirements of the passenger and provide information to the passenger about the feasibility of the changes requested • provide the details of any change of fare or any cancellation charges or change charges in line with organisation policies to the passenger • perform the changes in the system once the passenger has approved and accepted the terms of change or cancellation of booking • collect any payment if applicable or provide details of refund to the passenger as per organisation policies 	
3	<p>Work Effectively in a Team Theory Duration (hh:mm) 13:00 Practical Duration (hh:mm) 19:00 Corresponding NOS Code AAS/N0503</p>	<p>Candidates will be able to;</p> <ul style="list-style-type: none"> • display courteous and helpful behaviour at all times. • take opportunities to enhance the level of assistance offered to colleagues. • meet all reasonable requests for assistance within acceptable workplace timeframes. • complete allocated tasks as required. • seek assistance when difficulties arise. • use questioning techniques to clarify instructions or responsibilities. • identify and display a non-discriminatory attitude in all contacts with customers and other staff members. • observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. • follow personal hygiene procedures according to organisational policy and relevant legislation. • interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task • interpret, confirm and act on legal 	<p>White/Black board, Markers, computer and projector, trainer's guide, student handbook,</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>requirements in regard to antidiscrimination, sexual harassment and bullying.</p> <ul style="list-style-type: none"> • ask questions to seek and clarify workplace information. • plan and organise daily work routine within the scope of the job role • prioritise and complete tasks according to required timeframes • identify work and personal priorities and achieve a balance between competing priorities 	
	<p>Total Duration Theory Duration (hh:mm) 108:00 Practical Duration (hh:mm) 132:00</p>	<p>Unique equipment used;</p> <ul style="list-style-type: none"> • charts/documents regarding passenger information system software in use • hand held ticket scanners • manual ticketing procedure charts • PC/ laptop/ palmtop with ticketing system software 	

Grand Total Course Duration: 240 Hours, 0 Minutes

(This syllabus/ curriculum has been approved by [Aerospace & Aviation Sector Skill Council](#))

Trainer Prerequisites for Job role: “Airline Reservation Agent” mapped to Qualification Pack: “AAS/Q0302”

Sl. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “AAS/Q0302”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Class XII
4a	Domain Certification	Statutory Certificate from Aerospace & Aviation Sector Skill Council (AASSC) for Job Role: “Airline Reservation Agent” mapped to QP: “AAS/Q0302”. Minimum accepted score for domain certification will be 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the job role “Trainer” mapped to the Qualification Pack : “MEP/Q 0102”. Minimum accepted percentage as per respective SSC guidelines is 80%.
5	Experience	2-3 years of experience.

Annexure: Assessment Criteria

Job Role : Airline Reservation Agent
Qualification Pack : AAS/Q0302
Sector Skill Council : Aerospace & Aviation

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 50% in aggregate
6. The marks are allocated PC wise, however, every NOS will carry a weightage in the total marks allocated to the specific QP

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
1. AAS/N0502 Follow safety and security procedures	PC 1. comply with the organisation's safety and security policies and procedures	100	10	5	5
	PC 2. comply with the regulatory guidelines on safe conduct of operations and maintenance of conditions to thwart any acts of unlawful interference		10	5	5
	PC 3. report any identified breaches of safety, and security policies and procedures to the designated person		10	5	5
	PC 4. coordinate with other resources at the workplace (within and outside the organization) to achieve safe and secure environment		20	10	10
	PC 5. identify and mitigate any safety and security hazards like illness, accidents, fires or acts of unlawful interference if it falls within the limits of individual's authority		10	5	5
	PC 6. report any hazards outside the individual's authority to the relevant person in line with organisational procedures and regulatory guidelines		20	10	10
	PC 7. follow organisation's emergency procedures for accidents, fires or acts of unlawful interference		5	2	3
	PC 8. identify and recommend opportunities for improving health, safety, and security to the designated person		10	8	2
	PC 9. complete all health and safety records are updates and procedures well defined		5	2	3
		Total	100	52	48
		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
2. AAS/N0305 Passenger reservation	PC1. greet the customer in a courteous manner and gather the details of travel itinerary of the customer	100	10	4	6
	PC2. provide the passenger with the details of the fare and the total cost of itinerary based on the details provided by the customer		9	4	5
	PC3. gather the required personal details from customer before confirming the booking		9	4	5
	PC4. using the reservation software, make a booking for the customer as per the confirmed itinerary		9	4	5

	PC5. collect the payment from the customer and deliver the tickets via physical copy or via emails or via any approved mode as per organization policies		9	4	5
	PC6. gather the relevant details of the itinerary of the passenger and retrieve the same in the reservation system		9	4	5
	PC7. confirm the itinerary with the passenger before proceeding to make any changes		9	4	5
	PC8. gather the change requirements of the passenger and provide information to the passenger about the feasibility of the changes requested		9	4	5
	PC9. provide the details of any change of fare or any cancellation charges or change charges in line with organization policies to the passenger		9	4	5
	PC10. perform the changes in the system once the passenger has approved and accepted the terms of change or cancellation of booking		9	4	5
	PC11. collect any payment if applicable or provide details of refund to the passenger as per organization policies		9	4	5
		Total	100	44	56

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
3. AAS / N0503 Work Effectively as a Team	PC1. display courteous and helpful behaviour at all times.	100	8	3	5
	PC2. take opportunities to enhance the level of assistance offered to colleagues.		7	3	4
	PC3. meet all reasonable requests for assistance within acceptable workplace timeframes.		8	3	5
	PC4. complete allocated tasks as required. PC5. seek assistance when difficulties arise.		7	3	4
	PC6. use questioning techniques to clarify instructions or responsibilities.		7	3	4
	PC7. identify and display a non discriminatory attitude in all contacts with customers and other staff members.		7	3	4

PC8. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.	7	3	4
PC9. follow personal hygiene procedures according to organisational policy and relevant legislation.	7	3	4
PC10. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.	7	3	4
PC11. interpret, confirm and act on legal requirements in regard to anti- discrimination, sexual harassment and bullying.	7	3	4
PC12. ask questions to seek and clarify workplace information.	7	3	4
PC13. plan and organise daily work routine within the scope of the job role.	7	3	4
PC14. prioritise and complete tasks according to required timeframes.	7	3	4
PC15. identify work and personal priorities and achieve a balance between competing priorities.	7	3	4
Total	100	42	58