REGISTERED
NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Electronic reservations				
TQF Level:	3	**Credits:**	15	**Version:**	1
National standard code:	NS004-3				
Associated qualification (and code):	National Certificate in Customer Service Level 3 (QR-03-NQ-018-01-0903-18-01)				
Approval date:	27 December 2018	**Review date:**	27 December 2023		
Purpose:	Apply and use computerised reservation systems.				
Learning Outcome 1 (LO1)	Demonstrate knowledge of reservation terminology and costing structures as they relate to the travel industry.				
Performance standards	1.1 Reservation terminology is described in accordance with travel industry usage. 1.2 Types of costing structures are identified and described in accordance with travel industry usage.				
Learning Outcome 2 (LO2)	Establish customer requirements, source information, prepare and explain reservations.				
Performance Standards	2.1 Information is obtained from the customer to determine the customer's needs, preferences, and expectations.				

	2.2 Information is sourced for customers, and reservations are prepared in accordance with customer requirements and travel industry workplace policies and procedures. 2.3 Reservations are explained to the customer in accordance with airline requirements and travel industry workplace policies and procedures.
Learning Outcome 3 (LO3)	Complete reservations and related documentation
Performance standards	3.1 Reservations are made in accordance with customer requirements, and travel industry workplace policies and procedures. 3.2 Related documentation is prepared in accordance with customer requirements and travel industry workplace policies and procedures.
Pre-requisites	N/A
Co-requisites	N/A
Underpinning skill and knowledge	• Use of the internet • Computer skills • Customer service • Communication and information sourcing • Ticketing and reservation

Suggested assessment methods	1) Examination (40%)
	2) Coursework (60%)
	   a) Practical: 20min Online reservation test at the completion of each lesson
	   b) Role play – simulated environment
	   c) Two weeks work attachment at travel industry

Resource requirements	• Computers with internet access • Access to Standard computer reservation software • Conventional classroom resources • Relevant readings
Moderation arrangements	Provider Moderation processes, OR TNQAB Moderation processes: • Pre-marking • Intra-marking • Post-marking

Requirements to complete this unit	Learners must achieve at least 50% in all coursework, and examinations.
Public comments on unit	Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.