

AFTA MODULES MAPPED AGAINST NATIONAL TRAINING PACKAGE SIT07

The AFTA Modules map to the Core and Elective Units of Competency of Qualification SIT30207 as shown in the following tables.

AFTA MODULES mapped against the 16 Core Units:

UOC CODE:	TITLE OF UOC (UNIT OF COMPETENCY):	AFTA MODULES:	AFTA Abbrev	AFTA Code
SITTIND001A	Develop and update tourism industry knowledge	<ul style="list-style-type: none"> TOURISM OFFICE OPERATIONS 	TOO	02003
SITTTSL001A	Operate an online information system	<p>This UOC can be taught and assessed using either one of these two modules:</p> <ul style="list-style-type: none"> AUSTRALIAN DESTINATIONS & ATTRACTIONS TOURISM OFFICE OPERATIONS 	ADA TOO	02001 02003
SITTTSL002A	Access and interpret product information	<ul style="list-style-type: none"> AUSTRALIAN TRAVEL PRODUCTS INTERNATIONAL TRAVEL PRODUCTS 	ATP ITP	02002 03002
SITTTSL004A	Source and provide Australian destination information and advice	<ul style="list-style-type: none"> AUSTRALIAN DESTINATIONS & ATTRACTIONS 	ADA	02001
SITTTSL005A	Sell tourism products and services	<ul style="list-style-type: none"> TOURISM SALES TECHNIQUES 	TST	02010
SITTTSL006A	Prepare quotations	<p>This UOC should be taught and assessed using these modules, and in conjunction with a CRS Back-Office System program:</p> <ul style="list-style-type: none"> AUSTRALIAN TRAVEL PRODUCTS INTERNATIONAL TRAVEL PRODUCTS <p>Some underpinning information for this UOC is contained in:</p> <ul style="list-style-type: none"> TOURISM OFFICE OPERATIONS 	ATP ITP TOO	02002 03002 02003
SITTTSL008A	Book and coordinate supplier services	<p>This UOC should be taught and assessed using these modules, and in conjunction with a CRS Back-Office System program:</p> <ul style="list-style-type: none"> AUSTRALIAN TRAVEL PRODUCTS INTERNATIONAL TRAVEL PRODUCTS <p>Some underpinning information for this UOC is contained in:</p> <ul style="list-style-type: none"> TOURISM OFFICE OPERATIONS 	ATP ITP TOO	02002 03002 02003
SITTTSL009A	Process travel-related documentation	<p>This UOC (Non-Air portion) should be taught and assessed using these modules, and in conjunction with a CRS Back-Office System program:</p> <ul style="list-style-type: none"> AUSTRALIAN TRAVEL PRODUCTS INTERNATIONAL TRAVEL PRODUCTS <p>The Air portion of this UOC is only introduced in each of these modules and must be taught and assessed through a CRS E-Ticketing System program:</p> <ul style="list-style-type: none"> DOMESTIC AIRFARES NORMAL INTERNATIONAL AIRFARES PROMOTIONAL INTERNATIONAL AIRFARES 	ATP ITP DAA NIA PIA	02002 03002 02006 03003 03005
SITTTSL010A	Control reservations or operations using a computerised system	This UOC to be covered by CRS Supplier Program	-	-
SITXADM001A	Perform office procedures	<p>This UOC should be taught and assessed using this module & in conjunction with a suitable office software program:</p> <ul style="list-style-type: none"> TOURISM OFFICE OPERATIONS 	TOO	02003

UOC CODE:	TITLE OF UOC (UNIT OF COMPETENCY):	AFTA MODULES:	AFTA Abbrev	AFTA Code
SITXCOM001A	Work with colleagues and customers	<ul style="list-style-type: none"> CUSTOMER SERVICE 	CSV	02009
SITXCOM002A	Work in a socially diverse environment	<ul style="list-style-type: none"> CUSTOMER SERVICE 	CSV	02009
SITXCOM004A	Communicate on the telephone	<ul style="list-style-type: none"> CUSTOMER SERVICE 	CSV	02009
SITXOHS001A	Follow health, safety and security procedures	<ul style="list-style-type: none"> TOURISM OFFICE OPERATIONS 	TOO	02003
BSBCMN205A	Use business technology	This UOC to be covered by RTO	-	-
BSBCMN306A	Produce business documents	This UOC to be covered by RTO	-	-

AFTA MODULES mapped against 6 Electives:

Three (3) Electives From “Specialisation Group A – International”:

UOC CODE:	TITLE OF UOC (UNIT OF COMPETENCY):	AFTA MODULES:	AFTA Abbrev	AFTA Code
SITTTSL003A	Source and provide international destination information and advice	<ul style="list-style-type: none"> INTERNATIONAL DESTINATIONS & ATTRACTIONS 	IDA	03001
SITTTSL013A	Construct normal international airfares	<ul style="list-style-type: none"> NORMAL INTERNATIONAL AIRFARES 	NIA	03003
SITTTSL014A	Construct promotional international airfares	<ul style="list-style-type: none"> PROMOTIONAL INTERNATIONAL AIRFARES 	PIA	03005

Three (3) Electives from “General Elective Units”:

UOC CODE:	TITLE OF UOC (UNIT OF COMPETENCY):	AFTA MODULES:	AFTA Abbrev	AFTA Code
SITXCOM003A	Deal with conflict situations	<ul style="list-style-type: none"> CUSTOMER SERVICE 	CSV	02009
SITTTSL012A	Construct domestic airfares	<ul style="list-style-type: none"> DOMESTIC AIRFARES 	DAA	02006
SITTTSL015A	Construct advanced international airfares	<ul style="list-style-type: none"> ADVANCED INTERNATIONAL AIRFARES 	AIA	03004

Other General Elective Units – Where AFTA Module Provides only Underpinning Information:

UOC CODE:	TITLE OF UOC (UNIT OF COMPETENCY):	AFTA MODULES:	AFTA Abbrev	AFTA Code
SITTTSL016A	Administer billing and settlement plan	<p>This UOC to be covered by the IATA BSP training program. An introduction to BSP can be found in each of these modules:</p> <ul style="list-style-type: none"> DOMESTIC AIRFARES NORMAL INTERNATIONAL AIRFARES PROMOTIONAL INTERNATIONAL AIRFARES 	DAA NIA PIA	02006 03003 03005
SITTTSL007A	Receive and process reservations	<p>Only underpinning information is provided in:</p> <ul style="list-style-type: none"> TOURISM OFFICE OPERATIONS 	TOO	02003
SITXFIN001A	Process financial transactions	<p>This UOC to be covered by CRS Back Office System program.</p> <p>Only underpinning information provided in:</p> <ul style="list-style-type: none"> TOURISM OFFICE OPERATIONS 	TOO	02003