SHORT COURSE / COURSE OUTLINE

Airline Ticketing, Reissues & Refunds

Build practical skills for everyday travel-industry situations.

Duration	Units	Assessment format
15 learning hours	4	30 questions / 60 minutes

Who this programme is for

Travel agency and tourism customer-facing teams.

Duration and learning approach

The published course duration is a programme-specific learning allocation. The 80/20 TQT rule for levelled qualifications is not applied to this course. Confirm the delivery timetable and assessment arrangements before enrolment.

The learning plan includes reading, demonstrations, practical work and feedback. Time spent reading a page is not the sole measure of learning; keep evidence of completed activities.

Programme information and enrolment

Delivery, evidence and assessment

Online learning

Use the programme materials and practice activities in sequence. Compare your output with the feedback and record the decisions you would revise.

ATP-supported learning

Where delivered through an ATP, agree the timetable, access arrangements, feedback and assessment dates with your provider.

How to use the learning materials

Begin with the unit outcomes. Study the mapped explanations and worked examples, then produce the activity evidence before opening suggested answers. Record the source, calculation or reasoning behind each decision. Revise the output after feedback. A completed reading checklist does not by itself demonstrate that an outcome has been achieved.

Mock and final examinations

Multiple-choice examination: 30 questions, 60 minutes.

Mock examinations are formative practice. Use feedback to revisit the linked units; a mock score does not award a certificate. Final examinations assess the specified knowledge and applied decisions through the configured question format. Practical outputs develop skills that multiple-choice questions alone cannot directly demonstrate. Confirm the available final assessment, supervision, submission and scheduling arrangements in the learner portal or with WTTA/your ATP.

Evidence integrity and support

Use fictional customer details for practice. Identify your sources and distinguish supplied case assumptions from real operating rules. Submit your own work, keep a record of revisions, and request reasonable learning or assessment arrangements through the published learner-support procedures. Current supplier and official requirements take priority over training examples.

WTTA learner policies and support

Unit and duration map

Unit	Learning hours	Mock questions	Final questions
1. Fare rules	3.75	2	4
2. Ticket changes	3.75	5	8
3. Refund principles	3.75	3	6
4. Accuracy and documentation	3.75	5	12

International application

Activities use varied travel, destination and service contexts. Transfer the method rather than copying a fictional price or local assumption. Check geography, seasonality, traveller requirements, supplier conditions and source dates whenever the itinerary changes.

Resource access

Syllabuses are public. The linked teaching materials and practice environments require access to the corresponding programme. Keep the unit and outcome codes below in your learning log so feedback can be traced to the syllabus.

UNIT 1 / 3.75 HOURS

Fare rules

Learning outcomes

- U1.1 - Identify fare restrictions affecting a proposed change.

- U1.2 - Separate fare, tax, penalty and refundable components in a scenario.

Content and scope

Read the conditions before issuing

A fare is a price with conditions, not a promise that every change or refund is allowed.

Understand what the ticket price contains

An accurate total connects the quoted services with their conditions.

Read the booking and ticket status together

A booking record and an issued ticket are related but not interchangeable.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. Keep these two tickets in separate case files. All amounts are USD and all relevant components are supplied; do not invent extra taxes or fees.

- Create a pre-issue checklist and explain why a low price alone is insufficient for a traveller with uncertain dates.

- Build an itemised quote and explain one included and one excluded service.

- List the records needed before servicing a potentially duplicated booking.

Review criteria

- 2 points: T1 has a separate evidence trail covering instruction, unused status, voluntary-change reason, applicable conditions and current itinerary. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The old quote is 45 + 35 + 10 = USD 90; the refreshed quote is 60 + 35 + 10 = USD 105. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The response requests new consent for USD 105 because the USD 90 quote expired; it does not process under the old acceptance. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: T2’s approved net is USD 170, with an unexplained USD 5 shortfall against the USD 165 remittance. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The update keeps T1 awaiting refreshed consent and T2 awaiting reconciliation and later customer-payment evidence. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: Each file links instruction, rule source/time, calculation, authority, consent, transaction and verified outcome. Award 1 if partly correct and 0 if missing or incorrect.

Mapped learning resources

Read the conditions before issuing

Understand what the ticket price contains

Read the booking and ticket status together

Amadeus: ticketing training topics - course outline

IATA: travel and tourism learning topics

UNIT 2 / 3.75 HOURS

Ticket changes

Learning outcomes

- U2.1 - Compare the original and requested itinerary before calculating a change.

- U2.2 - Explain authorisation, repricing and ticket-record checks in a reissue workflow.

Content and scope

Quote and authorise a ticket change

A change needs available flights, applicable conditions, a complete quote and recorded consent.

Follow a controlled reissue workflow

A change request becomes a transaction only after checks and approval.

Calculate a complete change quotation

Customers need the total, not a selected charge.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. Keep these two tickets in separate case files. All amounts are USD and all relevant components are supplied; do not invent extra taxes or fees.

- Draft a change quote for the example and list the records you would keep.

- Write a seven-step reissue checklist including the final verification.

- Draft the quote and explain how you would handle a later fare difference of 70.

Review criteria

- 2 points: T1 has a separate evidence trail covering instruction, unused status, voluntary-change reason, applicable conditions and current itinerary. Award 1 if partly correct and 0 if missing or incorrect.

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- 2 points: The response requests new consent for USD 105 because the USD 90 quote expired; it does not process under the old acceptance. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: T2’s approved net is USD 170, with an unexplained USD 5 shortfall against the USD 165 remittance. Award 1 if partly correct and 0 if missing or incorrect.

- 2 points: The update keeps T1 awaiting refreshed consent and T2 awaiting reconciliation and later customer-payment evidence. Award 1 if partly correct and 0 if missing or incorrect.

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Mapped learning resources

Quote and authorise a ticket change

Follow a controlled reissue workflow

Calculate a complete change quotation

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UNIT 3 / 3.75 HOURS

Refund principles

Learning outcomes

- U3.1 - Determine which supplied components are refundable under a case rule.

- U3.2 - Calculate a proposed refund and identify checks required before processing.

Content and scope

Assess and reconcile a refund

Refund eligibility, deductions and processing steps must be checked for the actual ticket.

Assess refund eligibility without assumptions

The answer comes from the ticket, its circumstances and applicable rules.

Track the refund from request to reconciliation

Approval, processing and receipt need separate evidence.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. Keep these two tickets in separate case files. All amounts are USD and all relevant components are supplied; do not invent extra taxes or fees.

- Write a refund status update where supplier approval is still pending.

- Create a refund assessment note with eligibility, deductions and pending approvals.

- Write status updates before approval and after a discrepant transaction.

Review criteria

- 2 points: T1 has a separate evidence trail covering instruction, unused status, voluntary-change reason, applicable conditions and current itinerary. Award 1 if partly correct and 0 if missing or incorrect.

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Mapped learning resources

Assess and reconcile a refund

Assess refund eligibility without assumptions

Track the refund from request to reconciliation

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IATA: travel and tourism learning topics

UNIT 4 / 3.75 HOURS

Accuracy and documentation

Learning outcomes

- U4.1 - Reconcile customer acceptance with the transaction and payment record.

- U4.2 - Prepare a traceable checklist with escalation for inconsistent figures.

Content and scope

Keep an accurate ticket audit trail

Good records connect the customer’s instruction, your checks and the completed transaction.

Practice workshop: change and refund decisions

Practise checking instructions and calculations before any ticket action.

Handle ticketing errors professionally

Prompt verification matters more than hiding a mistake.

Prepare an auditable servicing case file

A reviewer should be able to follow the decision without guessing.

Practical application

Evidence task

Use only these fictional facts, prices, people and rules. This exercise creates no booking, payment, travel permission or formal examination result. Keep these two tickets in separate case files. All amounts are USD and all relevant components are supplied; do not invent extra taxes or fees.

- List the evidence needed to investigate a disputed reissue charge.

- Calculate both totals, list pre-action checks and draft an accurate customer update.

- Draft a factual error report and a prevention step.

- Build a case-file index for the workshop change and separate refund.

Review criteria

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Mapped learning resources

Keep an accurate ticket audit trail

Practice workshop: change and refund decisions

Handle ticketing errors professionally

Prepare an auditable servicing case file

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