
Qualification Specification

**CTH Level 2 Award in VA Fares &
Ticketing**

March 2023

QAN: 601/2518/4



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1. Introduction

Overview

The objective of this Qualification Specification is to provide an overview of the **CTH Level 2 Award in VA Fares & Ticketing** qualification.

This document includes the aim, size, structure and content including learning outcomes and assessment criteria for each unit, together with a sample assessment.

There is guidance relating to the centre approval, delivery and assessment requirements for this qualification, and details of grading criteria and the grading of units.

Further details regarding this qualification are available from CTH and contained within the more comprehensive Delivery and Assessment Handbook.

Purpose of the Qualification

The purpose is to provide a qualification that provides learners with the skills required by employers in the business industry.

Qualification or Membership Registration

Centres must register learners as CTH Members at the start of the course.

Access and Entry Requirements

The entry requirements below are intended for guidance only as applicants may apply with a wide variety of backgrounds and qualifications.

Approved CTH Centres are responsible for ensuring learners meet the recommended admission requirements below, prior to admission and enrolment, and are deemed able to fulfil the demands of the course and successfully complete the qualification.

CTH would also expect approved Centres to undertake an initial assessment of each learner prior to the start of their programme to ensure they are able to provide the learner with any necessary additional support.



Requirements		Recommended Admission Requirements
All Learners	✓ Minimum Age	16 at enrolment.
	✓ English Language	<p>All learners without English as a first language must hold at least IELTS 4.5 or other evidence of competence in English at this level.</p> <p>The course is taught in English and assessed by written examination in the English language.</p>
	✓ Education	<p>This is an open access qualification with admission at the discretion of approved CTH Centres for learners they consider able to successfully complete the qualification.</p> <p>However, all learners should have completed full time secondary education up to age 16, and it is expected that most will have achieved a recognised qualification at Level 2 in some subjects (UK GCSE level or overseas equivalent).</p>

2. Centre Approval Requirements

- ✓ Centre Approval Application & Approval Meeting
- ✓ Teaching Rooms
- ✓ Centre Staffing
- ✓ Continuing Professional Development

Centre Approval

Prospective Centres should apply to become an approved CTH Centre in order to deliver this qualification. Please see the 'About CTH' page at the end of this specification for advice on the CTH approval process or if you wish to discuss your curriculum requirements.

The CTH Approval Committee will consider applications from centres against a set of criteria, including the availability of suitable teaching accommodation and staffing, experience of delivering qualifications at a similar level and evidence of expertise in academically-related areas, including planning the delivery of courses leading to regulated qualifications, quality assurance and preventing malpractice and maladministration. An online video conversation with CTH academic and quality staff will form part of the initial approval application process.

Teaching Rooms

Suitable teaching rooms and IT facilities should be available to learners. Accommodation and equipment used for the delivery of the qualification must comply with the relevant legislation relating to Health & Safety. This course does not require any IT as all study books are provided and work done using these materials.

The approved Centre should ideally also provide an appropriate area and facilities for learner relaxation and recreation.

Centre Staffing

Staff delivering this qualification must be able to demonstrate that they meet the following requirements:

- be occupationally competent or technically knowledgeable in the area for which they are teaching.
- have recent relevant experience in the specific area that they will be assessing or verifying.
- hold a teaching qualification as well as a relevant degree.



CTH will review the CVs of all teaching staff when a potential Centre seeks approval to deliver the qualification. Centres must appoint an Internal Verifier (IV) and have a named quality insurance lead.

Continuing Professional Development

Centres must support their staff to ensure that they have current knowledge of the occupational area, and that delivery, assessment and internal verification is in line with current good practice and takes into consideration relevant international regulatory requirements.

3. CTH Support

CTH Delivery and Assessment Handbook

Centres approved to deliver this qualification will be provided with a comprehensive Delivery and Assessment Handbook designed for the qualification delivery team of teaching staff, quality assurance staff and administrators.

CTH Workshops

New CTH centres are offered a short induction session (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

CTH also offers training for teaching staff who may be delivering a unit for the first time.

CTH Members Website and Resources

The CTH Members website resource is available for both Centre teaching staff and learners and contains a wealth of resources.

Please note that if any instructional material is provided by CTH, this should be used by teaching staff to support learning aims and should therefore be seen as a guide to support their practice.

4. Qualification Size and Level

The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England. The **CTH Level 2 Award in VA Fares & Ticketing** is a vocationally related qualification on the Ofqual Regulated Qualification Framework (RQF), and adheres to the regulations set out in the Ofqual Handbook. Ofqual regulated qualifications are recognised and trusted by parents, employers and educational establishments globally due to the stringent controls and quality assurance requirements Ofqual places on awarding organisations, qualifications and approved delivery centres.

Qualification Size

The qualification is designed to be delivered in **50** hours of TQT (Total Qualification Time) of which **40** are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a learner to achieve a qualification.

Definitions

- **Guided Learning Hours – GLH**
This is the amount of time the average learner is expected to spend in supervised learning and practice, but may vary by learner.
- **Total Qualification Time – TQT**
TQT is made up of Guided Learning Hours, plus all other time taken in preparation, study or any form of participation in education and training, but not under the direct supervision of a lecturer or centre marker.

The following activities are indicative of those included in TQT:

- Guided Learning (GLH) when the lecturer is present, e.g. formal classes, lectures, seminars, tutorials, supervised assessment such as exams or observed practice.
- Independent and unsupervised learning or research.
- Unsupervised coursework or directed activity.
- Watching pre-recorded webinars or podcasts.
- Work placement, self-study, visits to hospitality or tourism outlets, revision and time spent on written assignments.

Learners completing this qualification should be able to demonstrate their ability as independent learners.

Qualification Level

This qualification is at level 2 on the Regulated Qualifications Framework in England (RQF).

CTH qualifications comply with level descriptors set by Ofqual, which are divided into two categories:

- Knowledge and understanding.
- Skills.

The descriptors below set out the generic knowledge and skills associated with the typical holder of a qualification at that level.

Level 2 Knowledge descriptor:	Level 2 Skills descriptor:
The holder...	The holder can...
<ul style="list-style-type: none">• has knowledge and understanding of facts, procedures, and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.• can interpret relevant information and ideas.• is aware of a range of information that is relevant to the area of study or work.	<ul style="list-style-type: none">• select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.• identify, gather, and use relevant information to inform actions.• identify how effective actions have been.

5. Qualification Structure

The qualification, units and TQT for the CTH Level 2 Award in VA Fares & Ticketing are set out in the following table. Further details of each unit are included later in the specification.

CTH Level 2 Award in VA Fares & Ticketing					
Students must achieve one unit, providing 5 credits at level 2.					
Credit Value (CV): 5			QAN: 601/2518/4		
Guided Learning Hours (GLH) for Qualification: 40			Total Qualification Time (TQT) for Qualification: 50		
Mandatory Unit					
Unit Code	Unit Title	L	CV	GLH	Assessment Method
VA2	VA Fares & Ticketing	2	5	40	Open book written examination
Award Total (1 unit)			5	40	

This qualification provides for progression to other qualifications, particularly to CTH's qualifications at Level 3 in Fares & Ticketing. Further details can be obtained via the CTH website at: <http://www.cthawards.com>

6. Qualification Grading Criteria

The qualification is graded as either Fail or Pass. In terms of certification, this means that learners will receive a grade for each unit successfully completed.

Grading Criteria:

Level 2	
FAIL 0% to 84%	PASS 85%+
Learners who fail: <ul style="list-style-type: none">do not meet the requirements of the assessment criteria and learning outcomes of the unit	To achieve a Pass grade, learners must: <ul style="list-style-type: none">meet the requirements of the assessment criteria and learning outcomes.demonstrate a level of understanding of key issues in the area of study.

7. Qualification Assessment

Assessment Methods

Assessment of learners' work will be carried out by examination. Learners' work will be measured against the specified learning outcomes and assessment criteria of each unit.

See Section 9 for specimen assessment material applicable to this qualification.

Assessment Opportunities

Contact CTH or see the CTH website for more details.

Assessment Responsibilities

CTH is responsible for:

- producing and distributing all assessments to centres where learners have been registered.
- writing the examination questions which will cover the assessment criteria.
- marking and moderating all exam papers.

CTH Exam Board review all moderated assessment results, taking into consideration reports from the Malpractice Panel, and ratify these before publication.

Centres must:

- ensure all CTH assessment registration fees are paid in full prior to the exam session.
- ensure that all learners have government issued photographic identity documents before enrolment, which must include their date of birth. Acceptable documents include passport, driving licence or identity card. This must be available for verification at the start of each assessment.
- register learners as CTH Members at the start of teaching the course.
- register learners for each assessment submission within the timescales stated on the CTH website.
- send assessment evidence to CTH electronically via SharePoint.

8. Qualification Unit

VA Fares & Ticketing		VA2
Unit Purpose and Aim(s)	<p>This unit covers an understanding of the different types of air fares relating to passenger travel, baggage allowances, taxes, fees and charges in relation to air fares, the different types of documentation used by airlines for ticketing and travel.</p> <p>It covers an understanding of how to calculate basic fares using the mileage system, the IATA fare areas in relation to quoting fares as well as how to identify and select discounted fares for passenger travel.</p>	
Unit Level: 2	Guided Learning Hours (GLH): 40 Hours	Credit Value: 5 Credits
Unit Assessment is by:	Open book written examination.	
Learning Outcome 1	Understand the different types of air fares relating to passenger travel.	
Assessment Criteria <ol style="list-style-type: none"> 1.1 Identify the fare types based on the standard IATA fares. 1.2 Calculate the lowest applicable Business and Economy class fares for a journey using the Passenger Air Tariff (PAT) showing the fare in local currency with the correct number of decimal points. 1.3 Calculate minimum and maximum stays according to each specific rule restriction. 		
Learning Outcome 2	Understand baggage allowances, taxes, fees, and charges in relation to air fares.	
Assessment Criteria <ol style="list-style-type: none"> 2.1 Identify free and excess baggage allowances. 2.2 Identify the taxes, fees and charges applied to individual routings. 		
Learning Outcome 3	Know the different types of documentation used by airlines for ticketing and travel	
Assessment Criteria <ol style="list-style-type: none"> 3.1 Interpret the data of either a VMCO or a VMPD. 3.2 Interpret the data shown in the various areas of two electronic tickets. 		

**Learning Outcome 4**

Be able to calculate basic fares using the mileage system.

Assessment Criteria

- 4.1 Calculate normal fares for a given itinerary for a one way and a return trip using the PAT based on the following factors:
 - Mileage System.
 - Neutral Unit of Construction.
 - Rate of Exchange.
 - Rounding Units.
- 4.2 Calculate both One-Way and Return itineraries using Excess Mileage Surcharge.
- 4.3 Construct a linear fare calculation.

Learning Outcome 5

Understand IATA fare areas in relation to quoting fares.

Assessment Criteria

- 5.1 Locate the IATA area of major cities.
- 5.2 Select the appropriate IATA sub-area for major cities of the world.
- 5.3 Apply the main Global Indicators to a given itinerary.

Learning Outcome 6

Know how to identify and select discounted fares for passenger travel.

Assessment Criteria

- 6.1 Calculate the lowest price for a journey using the PAT, showing the fare in local currency with the correct number of decimal places.
- 6.2 Identify the correct fare basis and discount code.
- 6.3 Calculate the lowest applicable child and infant fare for a journey using the PAT.

9. Sample Assessment

Assessment Example

Unit	VA Fares & Ticketing
Assessment Type	Open book written examination.
Time Allowed	2 hours 30 minutes for the examination



VA Fares & Ticketing

Mock Examination

Instructions

- **2 hours 30 minutes** are allowed for this paper.
- **The pass mark is 85%.**
- Do not begin writing until instructed to by the invigilator.
- Read these instructions carefully before answering any questions.
- All answers are to be written in **black pen**.
- Make sure that your name, CTH membership number, centre name and unit title are clearly marked on any additional pages you hand in.
- You should attempt all questions to gain a pass. The number of marks allocated to each part of a question is given next to the question and you should spend time in accordance with that allocation.
- You may find it helpful to make rough notes; these notes should be crossed out before handing the paper in.
- The exam paper must be handed in to the invigilator before you leave the examination room.



Sample Exam Questions

Please note: All questions are compulsory.

Question 1 (30 marks)

a) Mr Ian Brotherton is confirmed on the following flights:

TP398	Y	25MAR	FAO LHR	1825	2105
TP397	Y	26MAY	LHR FAO	0640	0920

Reservations, payment and ticketing take place on 15 March.

Quote the lowest applicable economy fare in local currency for the journey, excluding taxes, fees and charges. State the fare basis.

Fare _____

Fare Basis _____

State the following.

Minimum stay _____ Date _____

Maximum stay _____ Date _____

b) Mrs Sylvia Leeson is confirmed on the following flights:

KL781	Y	10JUL	LHR AUA	1305	1845
KL734	Y	17DEC	AUA LHR	2000	1120*

Reservations, payment and ticketing take place on 03 July.

Quote the lowest applicable economy fare in local currency for the journey, excluding taxes, fees and charges. State the fare basis.

Fare _____

Fare Basis _____

State the following.

Minimum stay _____ Date _____

Maximum stay _____ Date _____

10. About CTH

CTH, the Confederation of Tourism & Hospitality, is an Ofqual recognised Awarding Organisation established in 1982 specialising in gold standard qualifications for the hospitality, culinary, travel and tourism sectors.

CTH employs specialist staff with experience in these industries and links to current industry partners, as well as education or training experience. They are available to discuss your curriculum requirements or queries concerning this qualification.

In addition to our existing portfolio of qualifications currently available (included in Ofqual's Register of Regulated Qualifications), we can also offer individual unit qualifications, or discuss requirements for new qualifications suitable for local needs.

Policies

CTH policies are available to Approved Centres and learners to refer to in the administration and the delivery of the programme.

Location

CTH's offices are located in central London, United Kingdom, within easy walking distance of underground and bus stops. We always welcome visits from Centres and encourage this wherever possible.

Website & Contact Details

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