



Control Reservations using a Computerised System Course Guide

SITTTSL010A

A guide for students taking Hayton
College's Computer Reservations Systems
Training online course



www.haytoncollege.com

The skills needed to effectively use a computer reservations system are required in a broad range of tourism industry jobs. So, if you are thinking of a career change or want to convert from one system to another, for example from Galileo to Sabre, sign up for one of our CRS courses, also called GDS (Global Distribution Systems) courses – you may choose to study Galileo or Sabre, Abacus or Amadeus. In addition to the structured lessons, these interactive skills based courses offer complete simulation of the “real world” GDS allowing students to complete and store bookings, retrieve, amend or cancel these records and issue e-tickets. Structured lessons lead the student through a sequence of skills practice which enables them to become confident they can join an agency and know as much as many of the consultants already employed. Students may e-mail for assistance from directly inside the course if required.

Drills, exercises and online quizzes demonstrate just how quickly and effectively you can learn this skill. Look at the course content or discuss with us or a local agency before choosing which system you want to learn. Amadeus is widely used in India and also by many international airlines. Galileo and Sabre also have wide penetration on the global market. Abacus is the latest system to be introduced in India. It is best to learn one system well - they all access the same information just using different formats to get to the same areas and complete the same tasks. Please contact us if you need any other information when you have read this Course Guide.

Regards,

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Cert IV in Training and Assessment
Grad Dip Tourism Management
Director - Training

About Hayton College

Since 1976, Hayton College has been one of the leading private colleges in Travel and Tourism training in Australia. As Hayton Travel Training, we offered specialised courses for the travel industry starting with IATA Fares and Ticketing I and II.

By the 1990s, Hayton offered programmes up to Diploma of Tourism level. Hayton saw the potential for an effective new way to learn travel skills with the rising growth of the internet and in 2001 made a decision to move to online delivery of all courses.

With our proven online platform and one-to-one tutor support, students can achieve the best and most lasting training outcomes in their own time, at their own pace – from anywhere in the world. All Hayton’s staff have extensive travel industry experience and the courses are developed by qualified industry professionals in conjunction with key industry bodies, associations and businesses.

ABOUT

Computer Reservations Systems

Since the mid 1990's computer reservations systems (CRS) which usually began as single product sales systems (eg: SABRE – the American Airlines reservations system) have developed to become powerful booking systems offering many diverse products from airline seats to car rental vehicles and hotel accommodation. Now usually referred to as GDS or Global Distribution Systems, the most popular worldwide include Amadeus, Galileo and Sabre.

ABOUT

Computer Reservations Systems Courses

Hayton College's GDS courses include all the elements of the Training Package (SIT07) unit called "Control reservations using a computerised system - (NTIS number SITTSL010A). Designed for Industry beginners, the courses are ideal for people who want to work in travel but who need the industry's most required skill.

Also suitable for Tourism students who want to accelerate their course completion or fill a gap in their Core or Elective units. Industry personnel changing from one system to another can also benefit from these interactive skills based courses which train students to encode and decode cities and airports, check availability of

travel products, build complete bookings for clients' airline seats, hotel rooms and car rental vehicles. On completion, you will understand airline seat maps, fare displays, queues, OSI and SSR messages, currency conversion, plus help and reference systems. One great advantage of taking this programme is that you will also learn how to issue electronic tickets or e-tickets.

Nationally Recognised Training

This programme is a core or elective unit in the following qualifications and successful candidates will be issued with a Statement of Attainment.

- SIT30107 Certificate III in Tourism - elective
- SIT30207 Certificate III in Tourism (Retail Travel Sales) -core
- SIT30307 Certificate III in Tourism (Tour Wholesaling) - core
- SIT30407 Certificate III in Tourism (Visitor Information Services) - elective
- SIT40207 Certificate IV in Tourism - elective
- SIT50107 Diploma of Tourism - elective
- SIT60107 Advanced Diploma of Tourism - elective

Careers in Travel

Hayton has trained thousands of people over the last 30 years, many of whom work across a wide range of industry sectors. The Travel industry offers many exciting career opportunities here and overseas. Career opportunities include: airline reservations, passenger service agents, tour wholesale or retail or corporate travel agencies, General Sales Agents, known as GSAs, travel marketing companies, conference and incentive planners, ticket consolidators, cruise lines, car rental companies, hotel reservations and representation companies, coach companies, tourism offices, travel insurance companies - Hayton has graduates working in all these areas.

The Convenience of Online Learning

Online learning's flexibility is ideal for tourism and travel students, allowing you to study in your own time, at your own pace, at a time that is convenient for you. Online learning also offers one to one support and with some good time management skills the best outcomes for students can be achieved. E-mail support from industry experts is available with a quick turnaround of messages and individual telephone support if required. Online Training Tips are provided to all students on registration and all courses are accessed by a secure User ID and Password.

Course Pricing

Course fee: USD255.00 - no GST

Course Content

Amadeus, Sabre, Galileo

- Signing in/out of the GDS
- Encoding and Decoding
- Displaying a Passenger
- Name Record or Booking File
- Timetables, Availability displays, return availability
- Building a passenger name record
- The Mandatory fields
- General remark, OSI elements, SSR elements
- Cancelling and changing PNR elements
- Advance seating requests / assignments
- Airfare displays
- Pricing client itineraries
- Issuing tickets
- Queues and Queue Tasks
- Calculator and currency functions
- Help and reference systems

Each GDS course also has several built in online quizzes to reinforce what you learn in each lesson.

A workbook must also be completed, there is one workbook lesson for each online lesson. These contain review questions, additional useful formats and exercises to test that you can use the system and apply the information practically. There is also a “real world” area called the emulator where you can practice area where you can making your own bookings.

Assessment requirements

To demonstrate competence in the skills and knowledge required prior to successful completion of this Unit of Competency: SITTSL010A – Control reservations using a computer reservations system, you must complete all online quizzes and exercises and also the workbook review questions and exercises. In addition, the final assessment requirements are outlined below:

Overview of the final Assessment Process:

1. Candidate completes the final online assessment – knowledge and skills based short answers
2. Candidate completes written knowledge test.
3. Candidate completes practical exercises over approximately 4 weeks (see 4)
- 4.. Candidate uploads the final portfolio of evidence – note requirements for satisfactory completion follow as candidate must demonstrate competence in all performance criteria:

- demonstrating ability to access and interpret product information
- complete bookings based on real-life scenarios as part of a sale to travel agency clients within typical workplace time constraints.

Average Completion Time

On average, it takes 80 hours of online study to complete the CRS course. You have access for 6 months from date of the registration but of course, extensions can be applied for if your circumstances change.

Certification

Hayton College is registered by the NSW Vocational Education and Training Board (VETAB) to offer a range of vocational courses. Look for the VETAB logo in the course catalogue, this indicates that successful completion of all assessment requirements (see separate paragraph above) will lead to the issuance of a Statement of Attainment for the outlined Unit of Competency.



Vocational outcomes

Our Travel Operations courses lead to improved career options, better opportunities for career changes, increased interview and workplace confidence and an industry recognised certificate. Courses which display the above logo are nationally recognised training.

Credit Transfer

This is the process that assesses how the learning programme and outcomes plus the assessment results of one course relates to the outcomes of another course. If a student has completed a course at one college and wants to obtain credit for that first course a decision may be made by a qualified assessor depending on the time elapsed since the person seeking credit transfer completed the initial course and the extent to which they have applied the relevant skills and knowledge in the workplace.

Course Delivery Method

The CRS (computer reservations system) courses are delivered online through a web browser – no special software is needed. The course is accessed from www.haytoncollege.com where you will download a browser and use an Account ID and password which will be allocated to you. You must complete all online lessons and exercises and a final online and practical assessment. To demonstrate competence you must successfully

complete all lessons, quizzes and final assessments. You will be eligible for a Statement of Attainment when you are deemed “competent”. If your practical assessment does not meet the required standard on the first attempt, clear instructions of what is required before you resubmit will be given. You may resubmit twice.

Student Support

Hayton provides individual support from industry experts by e-mail and telephone when and if required. Telephone support can be arranged. E-mail support turnaround is usually within 24 hours.

Results and Appeals

Candidates have a right to appeal assessment processes and outcomes if they feel the outcome is incorrect or inadequate. Step One is to contact your designated tutor in writing within 7 working days of results notification. Your e-mail or letter must outline your dispute. If the issue cannot be resolved this way, the college principal will be notified and a review process will be implemented.

Access to Records and Progress

Students have access to progress records and quiz results at any time. Simply e-mail the College we will get back to you within 24 working hours. On successful course and assessment completion graduates will be posted a Statement of Attainment and to comply with the requirements of VETAB registration the college will keep your records for 30 years. Keep any certificates in a safe place and make a certified copy should you need one for your CV. Replacement certificates will attract a USD25.00 administration fee.

How to Register

To register, simply go to www.haytoncollege.com locate Computer Reservations System (Amadeus, Abacus, Sabre or Galileo GDS) course information and click the "Enrol Now" button. Payment is made by credit card or e-cheque using PayPal or by credit card or cheque using the downloadable registration form. If using PayPal you will receive an immediate acknowledgement. If faxing or posting you will receive a receipt within 24 hours of registration. Applications are processed within 24 hours on business days. At this point you will be emailed with your ID, password and access details. Please ensure you have read the Terms and Conditions before enrolling, these are located online or in the Student Handbook. Each student will also need to complete a Student Profile, will

be e-mailed to your registration address and is used to create your College record. A photocopy of a photo ID is also required.

If you have any questions, please contact us at:

Enquiries:

indiasupport@haytoncollege.com

Telephone: + 91 124 4038279

Mobile No: + 91 9810825815

Further information will be e-mailed with course setup and first log in instructions.