

**Effective from A.Y: 2019-20**

**Learning objective:** The learner will be able to understand the fundamentals of air fares and ticketing

**Course Methodology:**

Lectures/ tutorials/laboratory work/ field work/ outreach activities/ project work/ vocational training/viva/ seminars/ term papers/assignments/ presentations/ self-study/ Case Studies etc. or a combination of some of these. Sessions shall be interactive in nature to enable peer group learning

**Syllabus:**

<b>UNIT 1:Introduction to Air Conventions and Regulatory Bodies</b>	<b>12 Hours</b>
International organizations: ICAO and IATA. Warsaw Convention; Hub & Spoke Concept; Airport Taxes; Airline Baggage Allowance System: Weight System, Piece System, Checked & Unchecked Baggage and Cabin Baggage. IATA Codes: Encoding/Decoding airline, city/airport & country codes. Stopover & Transit/Transfer Points.	
<b>UNIT 2: Essentials of ticketing</b>	<b>12 Hours</b>
International Date Line, GMT/UTC time, World Time Zones, Time Difference Calculation; Concept of Day Light Saving; Concept of Elapsed Time, Ground Time, Flying Time; Minimum Connecting Time (MCT)	
<b>UNIT 3: Air Fares Basics</b>	<b>12 Hours</b>
Anatomy of a Journey - IATA Traffic Conference Areas; Global Indicators (GI); Types of Air Journeys: OW, RT, CT, RTW, Open Jaw; Type of Flights: Short Haul, Long Haul, Feeder, Add-on; Flag Carriers and Low Cost Carriers.	
<b>UNIT 4: Development and Current Scenario</b>	<b>12 Hours</b>
Airline ticketing related publication- OAG, TIM and PAT; CRS and GDS (Amadeus, Galileo, SABRE): Origin and growth; GDS Ticketing: Overview, Basic fields of PNR, Itinerary Pricing, Ticket Issuance-Fare Basis Code, Minimum-Maximum Stay, Weekend, Weekdays Code, Tour Code, Endorsement, Fare Construction, Form of Payment, Plating Carrier); IATA BSP: Origin, concept and functions – Normal and Special Fares	

**Suggested Readings:**

1. Ang, Roxanne., 'Airline Tariff and Ticketing'. (Latest edition), Canadian Institutes of Travel Counsellors, Canada.
2. Ford, Woodcock J. 'Introduction to Domestic Airline Ticketing'. (Latest edition), Bridgewater Books Publishing Company, London.
3. Sharma, J.K., 'Flight Reservation and Airline Ticketing'. (Latest edition), Kanishka Publishers, New Delhi

**Learning outcomes:**

The learner will be able to:

1. Describe the evolution of e-tickets for air travel
2. Read the normal and special fare rules
3. Construct normal and special air fares using fare tables and other reference material.

