

Airline Ticketing, Reissues & Refunds

15

TRAINING HOURS

USD 90

FEE PER CANDIDATE

4

CURRICULUM UNITS

Programme purpose

Build a structured approach to fare conditions, ticket changes and refund checks through practical scenarios.

Who should attend

Travel agency and tourism customer-facing teams.

No formal prerequisite is specified. Learners should be able to participate in the language of delivery; discuss support needs with your ATP before training.

By the end of the programme

- 01** Interpret a fare-rule scenario and identify conditions relevant to a requested change.
- 02** Explain the checks required before a reissue or refund is processed.
- 03** Prepare an accurate transaction checklist and maintain a clear audit trail.

Learning and assessment

Tutor-led explanation, guided practice, discussion and realistic scenarios support the published learning outcomes. Multiple-choice examination: 30 questions, 60 minutes. Your ATP confirms the delivery timetable, feedback arrangements and assessment dates.

The fee shown is the WTTA programme fee per candidate. Confirm any separate ATP tuition or local delivery charges before enrolment. Read WTTA learner policies at wtta.co.uk/policies.

Learning in detail

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| 01 | Fare rules | 4 h |
| | Apply fare rules to a realistic travel-service situation. Explain the decision, record the agreed action and identify when escalation is needed. | |
| | Topics: Fare components; restrictions; penalties; tax information; checking authoritative rules. | |
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| 02 | Ticket changes | 4 h |
| | Apply ticket changes to a realistic travel-service situation. Explain the decision, record the agreed action and identify when escalation is needed. | |
| | Topics: Passenger change requests; recalculation principles; authorisation; confirmation checks. | |
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| 03 | Refund principles | 4 h |
| | Apply refund principles to a realistic travel-service situation. Explain the decision, record the agreed action and identify when escalation is needed. | |
| | Topics: Eligibility and conditions; refund calculations; approval limits; customer explanations. | |
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| 04 | Accuracy and documentation | 3 h |
| | Apply accuracy and documentation to a realistic travel-service situation. Explain the decision, record the agreed action and identify when escalation is needed. | |
| | Topics: Checklists; supporting evidence; transaction references; reconciliation and audit trails. | |
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Applied work and feedback

Use a realistic customer or organisational brief to apply the units. Produce a clear recommendation, supporting checklist or action plan, and explain the evidence behind your decisions.

Learning resources: ATP learning materials, current official destination or supplier information, WTTA learner policies, and relevant case studies. Use approved training access for reservation-system exercises.

Completion and award requirements are confirmed by WTTA; participation alone does not guarantee certification.