

# Open Awards Qualification Unit



This unit forms part of a regulated qualification.

## 1 Unit Details

Unit Title:	Airline Services
Unit Reference Number:	J/615/8675
Level:	Level 1
Credit Value:	3
Minimum GLH:	27

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know the types of passenger airline and their services	1.1 Outline the different types of passenger airline
	1.2 Identify routes for each type of airline
	1.3 Describe the in-flight services for each type of airline including entertainment
2. Know the booking processes for airlines	2.1 Identify different ways of booking a flight
	2.2 Describe the benefits for the customer of: a) online air ticket booking b) booking an air ticket at a travel agent
	2.3 Give reasons why different types of airlines use different booking processes
3. Be able to compare different types of airline	3.1 Outline the advantages and disadvantages to customers of using each type of airline