

Introduction

The BSP Training course is designed for personnel who are working or will work in IATA Accredited travel agencies. It is particularly suitable for ticketing and accounting staffs who are or will be involved in day-to-day BSP operations.

There is no fixed schedule for the BSP training course. It is organized on an ad hoc basis. Invitations will be sent to all Approved Locations each time the course is organized. The course runs from 0930 to 1230 and from 1330 to 1730. Unless otherwise specified, the course will normally be conducted in Cantonese. An examination will be administered at the end of the course.

Objectives

The course helps ticketing and accounting personnel gain the practical knowledge needed to:

- Perform routine duties related to the sale of airline travel
- Use the standard IATA BSP administrative forms
- Complete sales reports and determine amounts due

Course Content

The course will cover the following topics:

- How BSP Works
- Reference Materials
- Starting Off in BSP
- Standard Traffic Documents (STDs)
- Procurement of STDs
- Standard Administrative Forms (SAFs)
- Procurement of SAFs
- Credit Card Sales Handling
- Ticket Re-issues Handling
- Refund Procedures
- Lost Ticket Handling Procedures
- Airline Accounting Memorandums (ADMs/ACMs)
- Report Submission Procedures
- BSP Billings
- Void Ticket Charges
- Industry Trust Fund (ITF)
- Disputed Billings
- Remittance Procedures

Course Fees

<u>Items</u>	<u>HKD</u>
Standard Course	350.00
<i>(The course fee covers the training material, examination and certificate)</i>	
Standard Course (re-enrolment)	350.00
<i>(The course fee covers the training material, examination and certificate)</i>	
Re-examination	250.00
Replacement Certificate	200.00
Change of Certificate Details	200.00
Re-issue of letter of attendance and examination scores	200.00
No-show penalty	350.00
Late Cancellation Penalty	350.00

*****All fees are non-refundable*****

Enrolment

Fill in the enclosed enrolment form and send it together with your payment to IATA no later than the deadline specified. Applicants will be confirmed of their enrolment in writing at least 4 working days in advance.

Requests for cancellation of enrolment or transferal of enrolment must be made at least one week in advance and they will be considered on a case-by-case basis. Late cancellations or no-shows may be subject to a penalty of HKD 350.00.

Examination

All students are required to attend a written examination at the end of the class. The examination lasts about 45 minutes and consists of two parts. Part I contains 15 multiple choice questions. Part II contains about 20 questions in completing forms.

A letter certifying their attendance together with their examination results will be posted to all candidates within a week. Students who passed the examination will be awarded a Certificate of Accomplishment. Students who have achieved a very high score will be awarded a Certificate of Distinction.

Students who fail the examination may pay HKD 350.00 to re-take the entire training course. Or they may apply to re-sit the examination on a mutually agreed date at a cost of HKD 250.00.

New applicants or newly approved Locations must have at least one staff member who has successfully achieved the Certificate of Accomplishment before they can be cut over to BSP.

