



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Rail Passenger Ticket Sales And Reservation Systems Training

Services / Transport, Operations and Logistics

Unit Standard 117727 · NQF Level 3 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to sell rail passenger tickets and operate reservation systems effectively. It covers fare structures, ticketing procedures, and customer service principles within the South African rail context.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	117727
Accreditation	SAQA Accredited · NQF Level 3 · 15 Credits
Duration	12 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply fare calculation methods and ticketing procedures for various passenger types and routes.
- Demonstrate the use of reservation systems to issue, modify, and cancel tickets accurately.
- Analyze passenger needs and provide appropriate travel solutions and fare options.
- Evaluate compliance with rail industry regulations and company policies in ticket sales.
- Implement effective customer service techniques to handle inquiries, complaints, and special requests.
- Demonstrate proficiency in reconciling daily ticket sales and handling cash and electronic payments.

WHO SHOULD ATTEND

- This course is designed for frontline rail staff, ticket sales agents, and reservation clerks who interact with passengers and process ticket transactions.

COURSE OUTLINE

Day 1: Introduction to the Rail Passenger Environment

- Overview of the South African rail industry: PRASA, Metrorail, Shosholoza Meyl, Gautrain.
- Types of passenger services: economy, business class, sleeper, metro.
- Role of ticketing and reservations in revenue management and customer experience.
- Key legislation: National Land Transport Act, Consumer Protection Act.
- Industry standards and SAQA unit standard alignment.
- Customer service principles for rail personnel.

Day 2: Fare Structures and Pricing Principles

- Fare components: base fare, surcharges, taxes, service fees.
- Distance-based pricing and tariff tables.
- Class differentiation: standard, business, sleeper.
- Discount eligibility and verification procedures.
- Promotional fares and special offers.
- Manual fare calculation exercises.
- Fare rules: refunds, exchanges, no-shows.

Day 3: Introduction to Reservation Systems

- Overview of CRS: history, evolution, current technologies.
- Key system components: inventory, booking engine, departure control.
- User roles and security levels.
- Logging in and navigating the user interface.
- Availability checks: date, time, route, class.
- Understanding seat maps and inventory status codes.
- Integration with other systems: billing, customer databases.

Day 4: Making and Modifying Reservations

- Creating a PNR: mandatory and optional fields.
- Adding passenger details: names, IDs, contact info.
- Special service requests: wheelchair, dietary, assistance.
- Modifying reservations: time changes, class upgrades.
- Cancellation procedures and refund calculations.
- Managing waitlists: queue monitoring, auto-confirm.
- Group bookings: creating a group PNR and managing seats.
- Practical exercises on the training system.

Day 5: Ticket Issuance and Payment Processing

- Ticketing types: e-ticket, barcode ticket, print-at-home.
- Steps to issue a ticket: from PNR to ticket number.
- Payment methods: cash handling, POS terminals, online payments.
- Security in payment processing: PCI compliance.
- Handling payment failures: retry, void, alternative payment.
- Ticket validity: date, route, class, refundability.
- Reissuing tickets: fare difference calculation, penalty.
- Practical ticketing exercises.

Day 6: Ancillary Services and Add-ons

- Types of ancillaries: meal plans, sleeper berths, lounges, priority boarding.
- Adding ancillaries to PNR: codes and procedures.
- Ancillary pricing: flat fee, per segment, bundled.
- Inventory management for ancillaries.
- Modifying ancillaries: upgrade, downgrade, cancel.
- Billing and reconciliation of ancillaries.
- Customer communication regarding ancillaries.
- Practical exercises: adding meals and sleeper berths.

Day 7: Customer Service and Communication in Sales

- Communication techniques: active listening, empathy, clarity.
- Handling inquiries: phone, email, face-to-face.
- Complaint handling: acknowledge, apologise, resolve.
- Upselling: offering upgrades, ancillaries, loyalty programmes.
- Cross-selling: promoting other services (e.g., bus, tours).
- Dealing with service disruptions: delays, cancellations.
- Data protection: POPIA compliance.
- Role-play scenarios.

Day 8: Reporting and Reconciliation

- Types of reports: sales summary, payment summary, agent activity.
- Generating reports in the system.
- Reconciliation process: match tickets to payments.
- Common discrepancies: missing payments, duplicate bookings.
- Adjusting entries for errors.
- KPIs: tickets sold, revenue, average fare, cancellation rate.
- End-of-day procedures: balancing cash, closing till.
- Practical reconciliation exercise.

Day 9: Disruption Management and Irregular Operations

- Types of disruptions: weather, technical faults, accidents, strikes.
- SOPs for rebooking: priority, entitlements.
- Issuing emergency tickets: manual and system procedures.
- Vouchers for meals, accommodation, alternative transport.
- Communication: announcements, social media, direct contact.
- Passenger rights during disruptions: refunds, compensation.
- Coordination with station staff and operations.
- Simulation exercises.

Day 10: Fraud Prevention and Security

- Fraud types: credit card fraud, ticket forgery, refund fraud.
- Red flags: unusual booking patterns, multiple bookings, high-value.
- Verification steps: ID checks, cardholder verification.
- System security: password policies, access controls.
- Reporting fraud: internal procedures, law enforcement.
- Case studies of fraud incidents.

- Best practices for secure transactions.
- Practical exercises: identifying suspicious bookings.

Day 11: Integration with Other Systems and Channels

- Online booking engine: features, user experience.
- Third-party distribution: GDS, OTAs, corporate clients.
- API fundamentals: request/response, data formats (XML, JSON).
- Common integration issues: inventory mismatch, duplicate bookings.
- Data consistency: real-time updates, batch processing.
- Managing allocations and seat inventory across channels.
- Practical: checking booking from online vs. agent.
- Future trends: mobile apps, self-service kiosks.

Day 12: Practical Assessment and Course Review

- Practical assessment: individual scenarios covering booking, modification, cancellation, payment, ancillaries.
- Assessment criteria: accuracy, speed, customer service.
- Feedback and debrief.
- Course review: key concepts, common pitfalls.
- Q&A; session.
- Certification requirements and portfolio of evidence.
- Career pathways in rail ticketing and reservations.
- Closing and certificate distribution.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **15 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 41,000.00	R 41,000.00
1	In-House	R 53,300.00	R 53,300.00
1	On-Campus (Pretoria)	R 61,500.00	R 61,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
05 Aug 2026	20 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	20 Aug 2026	On-Campus	Lagos, Nigeria
06 Aug 2026	21 Aug 2026	On-Campus	Johannesburg, South Africa
07 Aug 2026	24 Aug 2026	On-Campus	Mauritius
10 Aug 2026	25 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	26 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	27 Aug 2026	On-Campus	Abu Dhabi, UAE
13 Aug 2026	28 Aug 2026	On-Campus	Mauritius

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 117727) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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