

## SYLLABUS

### **TRAV 1732-40 ARC Documents**

**Number of Hours: 15-30 hours for 1 or 2 semester credits**

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*Prerequisites: Air Reservations – U.S. Domestic  
Air Fares – U.S. Domestic*

#### **Description:**

Here is your ticketing course. Your air traveler will need a ticket and boarding pass to board the aircraft at departure time. The airline tickets used for air travel in the United States are issued, controlled and processed through an Area Settlement Plan administered by the Airline Reporting Corporation (ARC). Here you will cover the ticketing types, forms, policies and procedures per the ARC as well as forms of payment, refunds and exchanges.

#### **Objectives:**

Upon completion you will be able to:

- Explain the purpose and function of the Airline Reporting Corporation (ARC) and access the ARC web site.
- List the types of tickets and related documents used in the United States and issued and controlled by ARC.
- Specify the guidelines and use of Electronic Tickets, Automated Ticket and Boarding Passes, Prepaid Ticket Authorities, Tour Orders and Miscellaneous Charges Order
- Read and explain all information on multiple ATB's
- List and explain acceptable and preferred forms of payment for air tickets
- Calculate and process refunds and exchanges

**Grading Criteria:** Successful completion of all Reviews, Challenges and Exams  
Participation in online Discussion as specified by instructor

**Course Outline:** Each lesson includes an online Review (Stop, Review and Apply) as well as at least one Challenge that requires independent research and application.

Lesson 1	Domestic Tickets
Lesson 2	Methods of Payment
Lesson 3	Refunds
Lesson 4	Exchanges
Lesson 5	ARC Documents Review
Exam	

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### **Reasonable Accommodation Statement.**

If you are a student with a medical, psychological or a learning difference and are requesting reasonable academic accommodations due to this disability, you must provide an official request of accommodation to your professor(s) from the Disability Resource Center (located in the Student Services Center, Room #201 of the Edith Whitehead Building) within the first two weeks of the beginning of classes. Students are to contact the Center on the main campus to follow through with and receive assistance in the documentation process to determine the appropriate accommodations related to their disability. You may call (435) 652-7516 for an appointment and further information regarding the Americans with Disabilities Act (ADA) of 1990 per Section 504 of the Rehabilitation Act of 1973.