Advanced Air Fares and GDS Ticketing Professional Training Course



14 - 18 Dec 2026

Kuala Lumpur

5200 € (Per Person)

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Course Introduction / Overview:

In the dynamic and highly competitive airline industry, proficiency in air fares and Global Distribution Systems (GDS) is no longer a basic skill but a critical strategic asset. This course is meticulously designed to transform participants from system users into ticketing strategists. It delves deep into the complexities of fare construction, ticketing regulations, and the advanced functionalities of GDS platforms. As noted by the esteemed air transport economist Dr. Rigas Doganis in his seminal work, "Flying Off Course: The Economics of International Airlines," understanding the intricacies of pricing and distribution is fundamental to airline profitability and sustainability. This program moves beyond simple PNR creation and fare quotes, exploring the logic behind fare rules, the art of constructing complex multi-leg itineraries, and the nuances of ticket reissuance and refunds. BIG BEN Training Center has developed this curriculum to address the evolving landscape of air travel, including the integration of New Distribution Capability (NDC) and ancillary services. Participants will gain the confidence and expertise to handle any ticketing scenario, optimizing costs for clients and maximizing revenue for their organizations, ensuring they are well-equipped for the future of travel distribution.

Target Audience / This training course is suitable for:

- Travel Agents and Consultants.
- Airline Ticketing and Reservation Staff.
- Corporate Travel Managers and Coordinators.
- Tour Operators and Wholesalers.
- Airline Call Center Agents.
- Fare Analysts and Auditors.
- Travel Industry Professionals seeking to upgrade their skills.
- Finance and Administration staff handling travel expenses.

Target Sectors and Industries:

- Aviation and Airline Industry.
- Travel and Tourism Sector.
- Hospitality and Leisure.
- Corporate and Business Services.
- Logistics and Transportation.
- Governmental and Non-Governmental Organizations.
- Event Management Companies.

Target Organizations Departments:

- Reservations and Ticketing Departments.
- Sales and Marketing Teams.
- Corporate Travel Departments.
- Customer Service and Support.
- Operations Management.
- Finance and Accounting.
- Procurement and Administration.

Course Offerings:

By the end of this course, the participants will have able to:

- Master advanced fare construction principles for complex international itineraries.
- Interpret and apply IATA fare rules, regulations, and conditions with precision.
- Navigate major GDS platforms with enhanced speed and accuracy.
- Process complex ticket reissuances, revalidations, and refunds correctly.
- Construct and manage intricate Passenger Name Records (PNRs) with multiple segments.
- Identify and calculate applicable taxes, fees, and surcharges for global travel.
- Handle special service requests and manage ancillary product bookings effectively.
- Understand the impact of New Distribution Capability (NDC) on modern ticketing.
- Optimize fare selection to provide the best value for clients and corporations.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that participants not only learn theoretical concepts but also master their real-world application. This course heavily emphasizes hands-on learning through live GDS simulation environments, allowing participants to practice complex commands and scenarios in a risk-free setting. Our expert instructors facilitate engaging sessions that blend lectures with dynamic group discussions, case study analyses of challenging travel itineraries, and problem-solving exercises. We believe in learning by doing; therefore, a significant portion of the course is dedicated to practical workshops where participants will construct fares, issue tickets, and process refunds based on real-life examples. Collaborative teamwork activities are integrated to encourage peer-to-peer learning and to simulate the cooperative environment of a modern travel agency or airline office. Continuous feedback and personalized coaching from the instructor ensure that each participant grasps the advanced concepts and develops the confidence to apply these critical skills immediately upon returning to the workplace.

Course Agenda (Course Units):

Unit One: Foundations of GDS and Fare Construction

- Introduction to Global Distribution Systems (GDS).
- Understanding IATA Geography and Global Indicators.
- Decoding Airline and City Codes.
- Creating and Modifying a Basic Passenger Name Record (PNR).
- Introduction to Fare Displays and Availability Checks.
- Understanding Fare Basis Codes and their structure.
- Differentiating between various journey types.

Unit Two: Advanced Fare Calculation and Rules

- Mastering the Mileage-Based Fare System.
- Applying Higher Intermediate Point (HIP) checks.
- Understanding Circle Trip and Round-the-World (RTW) fare principles.
- Deep dive into reading and interpreting complex fare rules.
- Analyzing categories of fare rules like penalties, advance purchase, and minimum/maximum stay.
- Manual fare calculation for multi-segment journeys.
- Introduction to special and promotional fares.

Unit Three: Ticketing and Documentation

- The complete e-ticketing process from PNR to issuance.
- Understanding and managing ticket time limits.
- Calculating and applying taxes, fees, and carrier-imposed surcharges.
- Issuing tickets for various passenger types (e.g., adult, child, infant).
- Working with electronic miscellaneous documents (EMDs) for ancillary services.
- Understanding ticket elements and their significance.
- Voiding tickets and the associated procedures.

Unit Four: Post-Ticketing Processes and Complex Itineraries

- Managing ticket revalidation and reissuance.
- Calculating additional collections and penalties for ticket changes.
- Processing voluntary and involuntary refunds.
- Handling schedule changes from airlines.
- Building and pricing complex multi-city and open-jaw itineraries.
- Managing queues and special service requests (SSRs).
- Splitting and dividing PNRs for multiple passengers.

Unit Five: Modern Trends and Specialized Ticketing

- Introduction to New Distribution Capability (NDC).
- Booking and managing ancillary services like baggage and seat selection.
- Understanding airline loyalty programs and their impact on ticketing.
- Automated pricing and ticketing scripts.
- Introduction to airline revenue management concepts.
- Handling group bookings and PNRs.
- Best practices for quality control and fare auditing.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

With the rise of AI and NDC, how might the role of the GDS-proficient ticketing agent evolve to provide value that automated systems cannot replicate?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond rote memorization of GDS commands and focusing on the strategic intellect behind advanced ticketing. While other programs may teach the "how," we emphasize the "why," enabling participants to understand the complex logic of fare construction, the commercial drivers behind airline pricing, and the legal implications of ticketing rules. Our curriculum is built around real-world, complex case studies that challenge participants to think critically and solve problems that automated systems often fail to handle, such as creatively rerouting passengers during disruptions or constructing intricate itineraries that optimize both cost and convenience. We dedicate significant time to the evolving landscape, particularly the strategic implications of New Distribution Capability (NDC), preparing participants not just for today's tasks but for the future of the industry. The learning environment fosters a deep, analytical skill set, transforming attendees into trusted travel advisors and ticketing experts who can navigate any level of complexity with confidence and precision, offering a level of service and insight that is indispensable in the modern travel ecosystem.