



Australian Government

Assessment Requirements for SITTTSL006 Prepare quotations

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- prepare a quotation covering at least three different tourism, travel, hospitality or event product and service components from the list in the knowledge evidence for at least five different customers with different product and service requirements
- integrate knowledge of commissions and mark-ups and fees into each of the above quotations
- complete activities within commercial time constraints and deadlines determined by the customer and the organisation.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- specific industry sector and organisation:
 - quotation systems and procedures
 - features of products sold
 - sources of costs for products, services and fees
 - sources of negotiated cost of supply, contractual arrangements and preferred supplier arrangements
 - commission and mark-up rates and procedures
 - formats for and inclusions of quotations presented to customers
- conditions and limitations of quotation considerations:
 - changes of conditions of pre-existing quotation or booking
 - changes to provision of pre-existing booking
 - cost of items that are subject to availability
 - date of current quotation
 - exclusions
 - general conditions and rules
 - inclusion of fees, taxes and levies
 - legislative requirements
 - life and expiry date of quotation
 - methods of customer accepting quotation

- payment requirements
- prices being subject to change
- product and service components of quotations:
 - accommodation
 - activities
 - convention facilities
 - cruises
 - domestic products and services
 - entertainment
 - entrance to attractions or sites
 - food, beverage and catering
 - functions
 - international products and services
 - meals
 - meeting or event equipment
 - speaker services
 - special event consumable items
 - special items with customer's corporate branding
 - technical equipment and services:
 - audio-visual
 - pyrotechnics
 - rigging
 - sound and lighting
 - special effects
 - stage design and construction
 - venue styling
 - tour guiding services
 - tours
 - transfers
 - transportation
 - travel insurance
 - vehicle rental
 - venue hire
- special fees and other charges that apply to customer bookings:
 - amendment fee
 - cancellation fee
 - communication fee
 - courier fee
 - credit card fee
 - itinerary preparation fee

- loyalty program redemption fee
- product booking fee
- reconfirmation fee
- service fee
- transaction fee
- visa and passport handling fee
- primary components of consumer protection laws that relate to providing quotations and, organisational responsibility for:
 - nominating and charging cancellation fees
 - providing information on potential price increases
 - providing refunds
 - supplying products as described or substituting suitable products when product is unavailable.

Assessment Conditions

Skills must be demonstrated in a tourism, travel, hospitality or events business operation or activity that prepares quotations. This can be:

- an industry workplace
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- computers, information systems and software currently used by the tourism, travel, hospitality and event industries to produce and store quotations and product-related information
- internet and email
- printers and scanners
- storage for computer data
- telephone
- current costing information found within brochures, product manuals, tariffs, price lists, supplier information kits, information databases and computerised reservations systems (CRS)
- operational documentation
- details of supplier contracts and customer files
- current plain English regulatory documents distributed by government consumer protection regulators
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899df092694>