



Australian Government

Department of Education, Employment and Workplace Relations

SITTTSL006A Prepare quotations

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to calculate the costs of products and services accurately and to present quotations to customers. It requires the ability to provide quotations for products and services where some costing and pricing has already been undertaken in the product development phase. As such it underpins SITTPPD003A Source and package tourism products, which deals with the more advanced skills to actually source, price and package product.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit describes a key sales and operational function for a diverse range of domestic and international tourism and hospitality products and services and applies to the full range of industry sectors. The tourism or hospitality organisation could be a principal (the supplier) or an agent quoting on products and services on behalf of the principal.

The unit has particular application to those personnel who sell as a key focus of their job role. It applies to frontline sales or operations personnel who operate with some level of autonomy or under limited supervision and guidance from others. It is undertaken by a diverse range of people such as retail travel consultants, corporate consultants, inbound tour coordinators, visitor information officers, account managers for professional conference organisers, event coordinators, tour guides, restaurant managers, banquet coordinators or managers, resort activities coordinators, tour desk officers, reservations sales agents and owner-operators of small tourism businesses.

The range of products and services and complexity of quotations will vary according to the industry sector. Because of the broad industry application of this unit, it is critical that assessment is contextualised to meet the requirements of the specific industry sector, local tourism industry operations and the particular needs of the job role.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

This unit must be assessed after the following prerequisite unit:
SITTTSL002A Access and interpret product information.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Calculate costs of products and services.	<p>1.1 Create records to administer the customer's details and requirements.</p> <p>1.2 Source and accurately select and interpret product and costing information required to prepare the quotation.</p> <p>1.3 If required, negotiate costs with suppliers according to commercial agreements and relationships, and within scope of individual responsibility.</p> <p>1.4 Calculate commissions or mark-up nett costs according to organisation procedures and requirements to determine a profitable selling price.</p> <p>1.5 Accurately calculate any additional taxes, special fees and other charges.</p> <p>1.6 Accurately calculate any required currency conversions.</p> <p>1.7 Accurately calculate the final cost to the customer.</p> <p>1.8 Check all calculations against all product and service components.</p>

- 1.9 Keep detailed and legible records of the method of calculation, according to organisation formats.
- 2 Provide quotations to customer.
 - 2.1 Prepare the quotation to reflect all inclusions required by the customer.
 - 2.2 Promptly provide accurate quotation to the customer according to organisation procedures and formats.
 - 2.3 Offer secondary quotations with options, as appropriate.
 - 2.4 Ensure all quotations include accurate details of the cost of product and service provision and the **conditions and limitations of the quotation.**
 - 2.5 Record all details of the quotation accurately and legibly and keep on file according to organisation procedures.
- 3 Update and amend quotations.
 - 3.1 Adjust and update quotations to take account of changed requests or arrangements.
 - 3.2 Provide the most up-to-date quotation to customers inclusive of new conditions and limitations.
 - 3.3 Record all details of adjusted quotations and keep on file according to organisation procedures.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

literacy skills to read and interpret documents such as customer files, customer requests and complex product costing information

writing skills to create customer files and document complex customer requests, complex costings and complex written quotations, including the conditions specifically applicable to the quotation

numeracy skills to calculate complex costing components.

The following knowledge must be assessed as part of this unit:

key principles and elements of calculating costs and components of quotations

product knowledge appropriate to the specific tourism or hospitality industry sector and the products included in the quotation

negotiated cost of supply, contractual arrangements and preferred supplier arrangements in place

industry commission and mark-up procedures appropriate to the specific industry sector

quotation systems and procedures appropriate to the specific industry sector

broad and working knowledge of legal and consumer protection issues that relate to providing quotations and to the products covered by the quotation.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

ability to prepare and provide multiple accurate quotations in response to multiple customer requests covering a range of tourism products and services and ideally as a component of integrated work activity

knowledge of industry practices in relation to commissions, mark-up and fees

project or work activities that show the candidates' ability to prepare quotations within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes

completion of quotations within typical workplace time constraints and the deadlines determined by the customer and the organisation.

Context of and specific resources for assessment

Assessment must ensure:

demonstration of skills within a fully equipped industry-realistic office environment using appropriate computers, printers, information programs, publications and software programs currently used in the tourism industry to assist the quotations function **or** demonstration within the applicable sales environment for the sector e.g. a conference venue for the Events sector or touring environment for the Guiding and Tour Operations sectors

use of relevant and current product information to support the quotation process, e.g. brochures, timetables, tariffs and product sales kits

use of a full range of operational documentation, e.g. details of supplier contracts and customer files.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

evaluation of integrated activities completed by the candidate, including sourcing information on destinations, selling products and issuing documents

evaluation of a range of quotations prepared by the candidate

case studies to assess ability to provide accurate quotations in response to particular customer requests or for a series of customer files

written and oral questioning or interview to test knowledge of the principles that underpin quotation procedures and the consumer protection regulations that would apply

review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

SITTTSL005A Sell tourism products and services

SITTTSL007A Receive and process reservations

SITTTSL010A Control reservations or operations using a computerised system.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Customer records may be:

a computer file

a manual file.

Quotations:

may be for a broad range of products and services, including:

single product or service

multiple products and services making up a complete itinerary

inclusive products or optional touring products

groups

individuals

one-off touring arrangements

series tours

incentive tours

meetings

conferences

may be prepared:

manually

using a computer

may be provided by:

telephone

verbally in a face-to-face context

fax

email or other electronic transmission

mail

internal communication.

Special fees and charges may include:

service fee
transaction fee
itinerary preparation fee
visa and passport handling fee
loyalty program (e.g. frequent flyer)
redemption fee
product booking fee
amendment fee
cancellation fee
reconfirmation fee
courier fee
credit card fee
communication fee.

Some examples of products and services
included in quotations are:

domestic products and services
international products and services
transportation
transfers
accommodation
entertainment
tours
cruises
entrance to attractions or sites
tour guiding services
activities
meals
functions
special items with customer's corporate
branding
venue hire
speaker services
audiovisual services
meeting or event equipment
special event consumable items
catering.

Conditions and limitations of the quotation (initial and subsequent) may include:

inclusions
exclusions
cost of items that are subject to availability
prices subject to change
inclusion of fees, taxes and levies
general conditions and rules
payment requirements
date of current quotation
life and expiry date of quotation
changes of conditions of pre-existing quotation or booking
changes to provision of pre-existing booking
legislative requirements such as cooling-off period after acceptance of quotation
methods of customer accepting quotation.

Unit Sector(s)

Tourism

Competency field

Tourism Sales and Operations