



Australian Government

Assessment Requirements for SITTTVL005

Prepare customer 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 three quotations, each including at least three different product or service components from the list in the knowledge evidence
- across the above quotations the following product or service components must be included on at least one occasion each:
 - international airfare
 - domestic airfare
 - cruise
 - packaged touring
 - tour land arrangements
- integrate commissions, mark-ups and fees into each of the above quotations
- complete above 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
 - costs and features of products sold
 - sources of costs for products, services and fees
 - commission and mark-up rates and procedures
 - formats for and inclusions of quotations presented to customers
- conditions and limitations of quotation considerations:
 - changes to pre-existing quotation or booking
 - exclusions
 - general conditions, rules and legislative requirements
 - inclusion of fees, taxes and levies
 - expiry date of quotation
 - methods of customer accepting quotation

- payment requirements
- itineraries and prices being subject to change
- product and service components of quotations:
 - accommodation
 - attractions
 - air product
 - cruise product
 - tours
 - transportation
 - travel insurance
 - vehicle rental
- additional fees and other charges that apply to customer bookings
- 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 and future credits
 - supplying products as described or substituting suitable products when product is unavailable.

Assessment Conditions

Skills must be demonstrated in a safe environment, incorporating the use of industry-realistic simulations and scenarios where required.

Assessment must ensure access to:

- computers, information systems and software currently used by the travel industry
- internet
- storage for computer data
- current costing information for travel products and services
- operational documentation
- details of supplier contracts and customer files
- current plain English regulatory documents distributed by government consumer protection regulators
- customers and suppliers with whom the individual can interact. These can be:
 - customers and suppliers 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-bc06-899dff092694>