



Australian Government

Assessment Requirements for SITXCCS019

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 for three different customers, each including at least three different product or service components
- integrate commissions, mark-ups and fees into each of the above quotations as applicable
- 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:

- for products or services provided by the 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
 - prices being subject to change
- 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.

Assessment must ensure access to:

- computers, information systems and software
- internet
- storage for computer data
- current costing information for products and services
- operational documentation
- details of supplier contracts and customer files
- current plain English regulatory documents distributed by government consumer protection regulators.

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>