Modification history

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| Release | Comments |
| Release 1 | This version released with FBP Food, Beverage and Pharmaceuticals Training Package version 2.0. |

| FBPCDS2002 | Provide and present wine tourism information |
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| Application | This unit of competency describes the skills and knowledge required to provide and present relevant and accurate tourist information to winery visitors on wine products, wine growing, local history, and workplace facilities.  The unit applies to individuals who work in cellar door operations of wineries or distilleries. Individuals generally work under supervision but have some autonomy and accountability for their own work.   All work must be carried out to comply with workplace procedures, in accordance with state/territory work health and safety, and food safety regulations, legislation and standards that apply to the workplace.  No occupational licensing, legislative or certification requirements apply to this unit at the time of publication. |
| Prerequisite Unit | Nil |
| Unit Sector | Cellar Door (CDS) |

| Elements | Performance Criteria |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Provide general overview of the Australian wine industry | 1.1 Provide a brief history of Australian viticulture and wine production to customers on request  1.2 Identify the main wine growing regions of Australia and explain distinguishing features in response to customer enquiries  1.3 Describe the position of Australian wines in relation to world markets  1.4 Explain the risk from visitors bringing phylloxera into quarantine areas and describe procedures for controlling and minimising this risk  1.5 Identify and comply with workplace requirements for visitor access. workplace health and safety and providing information |
| 2. Provide general regional information | 2.1 Identify and describe grape varieties commonly grown in the region  2.2 Explain the location of tourist information centre and other local tourist attractions to customers and provide information about special events  2.3 Provide a brief outline of local history to customers  2.4 Maintain current details about local facilities and provide to customers on request  2.5 Provide contact names and locations of local wineries to customers on request  2.6 Access and provide current local tourist information brochures and online information |
| 3. Provide general information about the organisation and its products | 3.1 Provide a brief history of the organisation to customers  3.2 Explain the role of the cellar door operations within the workplace  3.3 Identify the countries to which workplace products are exported and provide information about exported products to customers  3.4 Explain the Australian wine awards system to customers and application to the workplace product range  3.5 Explain key wine industry bodies, events and their functions to customers |

| Foundation Skills  This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria. | |
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| Skill | Description |
| Reading | * Gather and interpret tourism information from various sources |
| Oral Communication | * Use clear language to convey industry-specific information appropriate to customer * Use active listening skills to respond to questions from customers and to provide information that meets customer needs |
| Navigate the world of work | * Understand biosecurity and workplace health and safety requirements relevant to own role |
| Interact with others | * Use accepted practices and protocols for communicating with people external to the organisation |
| Get the work done | * Use the main features and functions of digital tools to identify and convey tourism information |

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| Unit Mapping Information | | | |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| FBPCDS2002 Provide and present wine tourism information | FDFCD2002A Promote wine tourism information | Updated to meet Standards for Training Packages  Changed unit title and minor additions for clarity  Removal of prerequisite as no longer required by industry | Equivalent unit |

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| Links | Companion Volumes, including Implementation Guides, are available at VETNet:  <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4> |

| TITLE | Assessment requirements for FBPCDS2002 Provide and present wine tourism information |
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| Performance Evidence | |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.  There must be evidence that the individual has provided wine tourism information for at least two separate customer enquiries and has demonstrated the following:   * accessed information about the history and product range of the organisation, regional and Australian wines * accessed workplace information to identify wine industry tourism promotion requirements * provided tourism information appropriate to the needs of customers and visitors to the cellar door * explained phylloxera threats and prevention measures to customers and visitors * maintained cellar door information resources and display areas * used digital tools to access and present wine industry information * presented clear and accurate wine tourism information covering: * wine varieties and production in the local region * main wine growing regions in Australia * links to history, tourism information and other wineries * workplace wine products and exports * wine industry bodies and awards. | |

| Knowledge Evidence |
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| An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:   * brief history of Australian wine production: * first planting of vines in Australia, including where and when * key successes and challenges in wine industry development * structure of the industry * trends in styles produced * location and key distinguishing features of Australia’s main wine growing regions: * climate and soil * grape varieties and wine styles * specific viticultural and vinification techniques * key brands * key features of local wine growing region: * climate * soil * grape varieties * wine styles * specific viticultural and vinification techniques * key brands * position of Australian wine in the world market: * quantity and value of Australian exports * major importers of Australian wine * key brands exported * label interpretation and Australian wine label integrity program * the threat of phylloxera to the Australian wine industry: * quarantine areas * effect of phylloxera on vine and wine * steps winery and vineyard visitors can take to minimise risk of transferring infection * regional and local information: * overview of history * local events * local attractions, facilities and essential services * key Australian wine industry bodies and their purpose * organisation information: * history * parent company or owners * size and production capacity * key brands * product and service range * workplace policy and procedures with regard to: * customer service and interaction * providing information and advice * workplace health and safety hazards and controls * procedures and responsibility for reporting problems * effective presentation skills and techniques. |

| Assessment Conditions |
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| Assessment of skills must take place under the following conditions:   * physical conditions: * a workplace or an environment that accurately represents workplace conditions * resources, equipment and materials: * promotional information, materials, displays and/or equipment * technology for accessing and presenting information * aids and resources for effective presentations * specifications: * work instructions and workplace procedures relating to promoting wine tourism information and dealing with customers * relationships (internal and/or external): * cellar door customers or visitors for promotion activities.   Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |

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