Modification history

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

| FBPCDS2001 | Conduct winery and site tours |
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| Application | This unit of competency describes the skills and knowledge required to prepare, conduct and evaluate winery and site tours and presentations for a variety of domestic and overseas visitors.The unit applies to individuals who work in cellar door operations of wineries or distilleries of different sizes, locations and product ranges under general supervision, with limited autonomy and accountability for their own work.No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.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. |
| Prerequisite Unit | Nil |
| Unit Sector | Cellar Door (CDS) |

| Elements | Performance Criteria |
| --- | --- |
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Prepare for tour | 1.1 Establish size, composition and specialised requirements for touring party1.2 Carry out background research to ensure the tour presentation includes up-to-date and appropriate information1.3 Plan and prepare tour and materials to meet customer and workplace objectives |
| 2. Conduct tour | 2.1 Welcome and brief tour group according to workplace practices2.2 Inform tour members of WHS and pest control requirements and precautions before and during tour and monitor the group to ensure compliance2.3 Give presentations to tour members that contain the level of specialised and technical information appropriate to the group’s requirements2.4 Provide special facilities, services and hospitality arrangements according to workplace practices and customer requirements2.5 Give presentations in a place that maximises tour members ability to hear and/or see the presentation2.6 Invite tour members to ask questions and seek further explanation2.7 Maintain the safety, welfare and comfort of tour members at all times |
| 3. Evaluate and assess performance | 3.1 Ask tour members and accompanying staff to participate in a review procedure according to workplace practices3.2 Carry out a self-assessment of performance3.3 Identify and address positive and negative aspects of the way the tour was conducted 3.4 Take note of feedback from tour members and take steps to incorporate constructive feedback  |

| Foundation SkillsThis 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 | * Interpret textual information from a range of sources to identify relevant and key information about workplace operations and products
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| Writing | * Use clear language, accurate industry terminology and logical structure to prepare presentation materials
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| Numeracy | * Count customers and calculate quantities of materials for site tour
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| Oral communication  | * Use clear language to convey technical and specialised information appropriate to tour group
* Project voice and use tone and timing effectively for size of tour group
* Participate in verbal exchanges to respond to questions and clarify information
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| Learning | * Seek, reflect and respond to feedback from tour group and staff to improve own performance
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| Navigate the world of work | * Recognise and follow workplace requirements, including safety requirements, associated with own role and area of responsibility
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| Interact with others | * Establish connections with tour group using accepted practices for building rapport
* Follow accepted practices and protocols and make adjustments to own style for communicating information to a diverse range of people
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| Get the work done | * Follow clearly defined instructions to plan and assemble resources and sequence tasks required to conduct winery and site tours
* Take responsibility for routine decisions about conducting winery and site tours and reflect on outcomes to identify effectiveness of decisions
* Recognise and act on opportunities for continuous improvement in accordance with workplace practices
* Use key functions and follow routine procedures for using digital technology to prepare or record information
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| Unit Mapping Information |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| FBPCDS2001 Conduct winery and or site tours | FDFCD2001A Conduct winery and or site tours process | Updated to meet Standards for Training PackagesRemoval of prerequisites - FDFCD2002 Promote wine tourism information and SIRXCCS202 Interact with customers - 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 FBPCDS2001 Conduct winery and or site tours |
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| Performance Evidence |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this unitThere must be evidence that the individual has conducted a winery and site tour for a group, including:* establishing composition and requirements of tour group prior to the tour
* planning tour in advance, including:
* conducting background research
* liaising with staff in areas to be visited
* preparing presentation materials and equipment
* ensuring availability of required protective equipment for tour members
* conducting welcome and pre-tour briefing, including giving information on WHS and pest control, and other site specific procedures
* conducting tour according to planned route and timing, including answering questions and making presentations
* monitoring tour members during tour for WHS and security compliance
* seeking feedback from tour members at the end of the tour and evaluating tour.
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| 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:* purpose and objectives of conducting winery and site tours
* relationship of site tours and protocols to other work areas and activities
* workplace policies and procedures and responsibilities relating to site visitors, including:
* work health and safety requirements
* emergency and evacuation procedures
* first aid situations
* pest and disease biosecurity procedures – phylloxera
* food safety
* contact details for emergencies and first aid
* customer service and welfare
* public relations and information transfer
* personal presentation
* reporting problems
* key principles and components of a site tour plan
* key principles and techniques for group facilitation
* key background information about the workplace, including:
* brand and workplace objectives
* product range and services provided
* key features of wine or product production methods and processes of the workplace, including:
* main vineyard techniques and purposes
* basic soil and climate characteristics
* features and purpose of main processing equipment
* main vinification techniques and processes used at the tour site.
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| 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:
* personal protective clothing and equipment
* equipment and materials needed for presentation or tour
* documentation or technology for recording customer feedback
* specifications:
* information about tour group and tour instructions
* workplace procedures relating to winery and site tours
* relationships (internal and/or external):
* customers for winery or site tour.

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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