Modification history

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

| FBPCDS3xx1 | Plan and deliver a wine tasting event |
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| Application | This unit of competency describes the skills and knowledge required to plan and deliver a wine tasting event. It includes researching the needs of clients, sourcing products for tasting, preparing product and tasting equipment, event planning, conducting the tasting, and providing advice and information on the product that is for the tasting event.The unit applies to individuals who have specialised knowledge, and work in cellar door sales under broad direction and take responsibility for their own work.When applied in the workplace, compliance with State and Territory legislative requirements relating to the Responsible Service of Alcohol (RSA) will be required.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 |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Plan for a wine tasting event | 1.1 Identify potential WHS hazards and controls in accordance with workplace procedures1.2 Identify objectives and needs of event participants to ensure planning is relevant to group1.3 Establish and confirm availability of required facilities1.4 Record registrations using records systems accurately1.5 Undertake pre-event organisation of resources and facilities1.6 Liaise with security, technology and finance support services to ensure availability of systems |
| 2. Prepare for product tastings | 1.1 Establish specialised product tasting requirements of customer1.3 Carry out appropriate background wine research for wine tasting event1.4 Prepare work area and support materials for specialised product tasting |
| 3. Deliver wine tasting event | 2.1 Conduct event in line with identified plan and objectives2.2 Conduct product tasting according to workplace protocols and practices |
| 4. Evaluate and assess performance | 3.1 Encourage and review participant feedback3.2 Carry out self-assessment of performance against customer, personal and workplace objectives3.3 Assess feedback to determine positive and negative aspects of the event conducted and address issues3.4 Resolve concerns according to workplace procedures |

| Foundation Skills |
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| This section describes those core and employment skills that are essential to performance and are not explicit in the performance criteria. |
| Skill | Description |
| Reading | * Access material from a range of sources and interpret key product and technical information about specialised products
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| Writing | * Prepare presentation using clear language, logical structure and industry terminology suitable for needs of the audience
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| Numeracy | * Calculate quantities of product and supplies for number of customers
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| Oral communication | * Use clear language, logical structure and industry terminology to present information to customers
* Articulate accurate sensory evaluations of products tasted
* Participate effectively in verbal exchanges to respond to questions and clarify information about tasting products
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| Learning | * Actively seek feedback as a source of insight into strengths and areas for improvement and contribution to on-going learning
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| Navigate the world of work | * Take responsibility for adherence to explicit and implicit organisational policies, procedures, standards and legislative requirements within own job role and in interactions with customers
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| Interact with others | * Follow accepted practices and protocols and make adjustments to own style for communicating information to socially and culturally diverse groups of customers
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| Get the work done | * Plan, organise and assemble tasting products, equipment and supplies, and sequence tasks to conduct a specialised product tasting
* Respond to problems and customer issues implementing constructive approaches to solutions and actions
* Take responsibility for providing accurate product and industry information that enhances customer experience
* Use the main features and functions of digital tools to identify and apply information in wine industry operations
* Recognise and act on opportunities for continuous improvement in accordance with workplace practices
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| Unit Mapping Information |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| FBPCDS3xx1 Plan and deliver a wine tasting event | Not Applicable | Unit developed to expand and replace the deleted unitFDFCD3002A Conduct a specialised product tasting | New 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 FBPCDS3xx1 Plan and deliver a wine tasting event |
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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 planned, delivered and evaluated a wine tasting event on two separate instances, including:* preparing a plan for a wine tasting event
* organising services and facilities to support a wine tasting event:
* records systems
* finance
* technology
* wine tasting equipment and materials
* product availability
* location and facilities
* accessing workplace information to identify specialised product tasting requirements and objectives
* identifying and researching specific participant requirements and details on style, vintage, region and other background information on products to be tasted
* identifying and preparing products, including:
* correct temperature
* glasses and supplies
* tasting environment
* conducting a specialised product tasting according to workplace policy and procedures and participant objectives:
* articulating an accurate sensory evaluation of product tasted
* serving products in appropriate condition for specific tasting
* identifying and removing faulty products prior to tasting
* maintaining optimum tasting environment
* providing customer service
* providing accurate and relevant information in line with participant requirements
* evaluating and assessing performance against participant, personal and workplace objectives.
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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:* different types of wine tasting events within industry practice
* basic event planning and delivery methods
* common industry systems for registration, finance and technology used in wine events
* purpose and principles of specialised product tasting, including:
* link to related work areas and activities
* quality characteristics of products and materials
* promotional and brand objectives of the workplace and tasting events
* overview of international, national, regional and organisation-specific information of product
* workplace policy and procedures relating to:
* responsible service of alcohol
* specialised and standard product tastings
* customer service
* customer complaints
* information provision and presentation
* activity performance review and evaluation
* product sensory evaluation techniques and procedures
* key presentation principles and techniques
* procedures and responsibility for reporting problems.
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| Assessment Conditions |
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| Assessment of skills must take place under the following conditions:* physical conditions:
* a workplace setting or an environment that accurately represents workplace conditions
* resources, equipment and materials:
* facilities and services for wine tasting event planning
* range of workplace products for tasting
* materials and equipment needed to conduct tastings
* specifications:
* workplace procedures relating to specialised product tastings
* product information or technology for accessing information
* relationships (internal and/or external):
* external customers / participants with specialised requirements for tasting opportunities
* workplace service and facilities operatives.

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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