



**Australian Government**

# **Assessment Requirements for FBPCDS3001 Conduct winery and site tours**

**Release: 1**

# Assessment Requirements for FBPCDS3001 Conduct winery and site tours

## Modification History

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

## 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 and conducted winery and site tours on at least two separate occasions with two different groups and has demonstrated the following:

- identified characteristics and requirements of tour group
- planned 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
- conducted welcome and pre-tour briefing, including information about health and safety in the workplace and pest control requirements, and other relevant site specific information
- conducted tour according to planned route and timing
- presented information in a clear and logical format
- engaged with tour group members when presenting information by encouraging questions and discussion
- monitored tour group members during tour to ensure health and safety in the workplace and security compliance
- sought feedback from tour members about their experience at the end of the tour and evaluated own performance
- evaluated and considered feedback for future tour planning, organisation and delivery.

## Knowledge Evidence

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
- workplace policies and procedures and responsibilities relating to site visitors, including:
  - health and safety in the workplace requirements
  - emergency and evacuation procedures
  - first aid situations
  - pest and disease biosecurity procedures – phylloxera
  - food safety procedures
  - contact details for emergencies and first aid
  - customer service and welfare
  - public relations and information transfer
  - personal presentation
  - customer complaints and reporting procedures
- 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
  - site features, equipment, processes and layout
  - product range and services provided.

## Assessment Conditions

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 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.

## Links

Companion Volume Implementation Guides are found in VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4>

