



Australian Government

Assessment Requirements for FBPCDS2002

Provide and present wine tourism information

Release: 1

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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 provided wine tourism information for at least two separate visitor 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 visitors to the cellar door
- explained phylloxera threats and prevention measures to 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 grape growing regions in Australia
 - links to history, tourism information and other wineries
 - workplace wine products and exports
 - wine industry bodies and awards.

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:

- 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 grape growing regions:
 - climate and soil
 - grape varieties and wine styles
 - specific viticultural and vinification techniques
 - key brands
- key features of local wine grape 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:
 - visitor service and interaction
 - providing information and advice
 - health and safety in the workplace hazards and controls
 - procedures and responsibility for reporting problems
- effective presentation skills and techniques.

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:
 - 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 visitors
- relationships (internal and/or external):
 - cellar door 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.

Links

Companion Volume Implementation Guides are found in VETNet: -

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