



Australian Government

FBPCDS3001 Conduct winery and site tours

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.

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. Individuals have specialised knowledge and work under broad direction with responsibility for their own work.

All work must be carried out to comply with workplace procedures, according to state/territory 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.

Pre-requisite Unit

Nil

Unit Sector

Cellar Door (CDS)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for winery and site tour	1.1 Establish size and composition of tour group from relevant source 1.2 Identify specialist requirements for touring party based on size and composition of the group 1.3 Carry out background research to ensure the tour presentation

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	includes up-to-date and appropriate information 1.4 Plan for tour including route and timing 1.5 Prepare required materials to meet customer and workplace objectives
2. Conduct winery and site tour	2.1 Welcome and brief tour group according to workplace procedures 2.2 Inform tour group members of health and safety in the workplace requirements and pest control precautions both before and during the tour, and monitor to ensure compliance 2.3 Present information to tour group members that contains specialised and technical information appropriate to the group's requirements 2.4 Provide special facilities, services and hospitality arrangements according to workplace procedures and tour group requirements 2.5 Present information in locations' that maximise tour group members' ability to hear and/or see the presentation 2.6 Invite tour group members to ask questions and seek further explanation about information presented throughout the tour 2.7 Maintain the safety, welfare and comfort of tour members at all times
3. Evaluate and assess performance	3.1 Ask tour group members and any accompanying staff to review their experience according to workplace procedures 3.2 Carry out a self-assessment of own performance in conducting the winery and site tour 3.3 Identify positive and negative aspects of the way the tour was conducted and consider for future tour planning and organisation 3.4 Review feedback from tour group members and take steps to incorporate where possible

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.

Skill	Description
Reading	Gather and interpret information from various sources to establish tour requirements
Writing	- Record workplace information using industry-based vocabulary and required format - Prepare documents for distribution to tour members in required workplace format
Oral Communication	- Use clear language to convey technical and specialised information appropriate to tour group - Use questioning skills to gather feedback from participants - Use active listening skills to respond to questions or feedback from participants
Navigate the world of work	Evaluate own work performance to identify opportunities to improve own skills or knowledge
Interact with others	Use accepted practices and protocols for communicating with people external to the organisation
Get the work done	- Plan, sequence and implement tasks required to achieve required outcomes - Take responsibility for decisions made about tour organisation and delivery - Use the main features and functions of digital tools during the planning and delivery of winery and site tours - Evaluate event outcomes to identify opportunities to improve future tours

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPCDS3001 Conduct winery and site tours	FDFCD2001A Conduct winery and or site tours	Updated to meet Standards for Training Packages Prerequisites removed Unit code updated to AQF3 to reflect complexity of competency Minor changes to Performance Criteria	Equivalent unit

		for clarity	
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Links

Companion Volume Implementation Guides are found in VETNet: -

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

Assessment Requirements for FBPCDS3001 Conduct winery and site tours

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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 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.

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