



Australian Government

SITHFAB012 Provide advice on Australian wines

Release: 1

SITHFAB012 Provide advice on Australian wines

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to evaluate a range of Australian wines; provide advice to customers on their selection; and continuously extend personal product knowledge.

The unit applies to hospitality, winery, retail and wholesale organisations that sell Australian wines.

It applies to personnel who operate independently or with limited guidance from others and who have substantial specialist knowledge of Australian wines. This includes beverage sales consultants, winery sales staff, bar specialists, sommeliers, and senior bar and food and beverage attendants.

The sale and service of alcohol is subject to the provisions of Responsible Service of Alcohol (RSA) law in each state and territory of Australia. Skills and knowledge for compliance with this law are covered by the prerequisite unit SITHFAB002 Provide responsible service of alcohol.

Pre-requisite Unit

SITHFAB002 Provide responsible service of alcohol

Competency Field

Food and Beverage

Unit Sector

Hospitality

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Evaluate Australian wines.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and examine the characteristics of Australian wines from all major and emerging Australian wine regions using the full range of sensory evaluation techniques.
- 1.2. Review other information about viticulture and specific wine

- styles, regions and production methods to complement sensory evaluation process.
- 1.3. Develop informed opinions about Australian wines that support work as a specialist in wine.
 2. Handle, store and monitor Australian wine products.
 - 2.1. Store and cellar Australian wine according to particular requirements of different wines.
 - 2.2. Monitor wine quality and recognise impaired quality based on in-depth knowledge of Australian wines.
 - 2.3. Resolve issues with wine quality through appropriate corrective action.
 - 2.4. Decant wines using techniques appropriate to the variety, style and vintage of wine.
 3. Advise customers on Australian wines.
 - 3.1. Provide accurate information and assistance on different Australian wine options.
 - 3.2. Discuss and debate wine characteristics, origins and production methods, taking account of customer level of wine knowledge.
 - 3.3. Take account of business considerations when providing advice and make adjustments accordingly.
 - 3.4. Assist customers with wine selections according to taste, price preferences and other specific needs.
 4. Extend and update knowledge of Australian wines.
 - 4.1. Conduct formal and informal research to access current, accurate and relevant information about wines.
 - 4.2. Identify customer taste trends based on customer contact and workplace interactions.
 - 4.3. Source information on current and emerging beverage service trends and customer preferences.
 - 4.4. Provide informed input about Australian wines to support organisational activities.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement

SKILLS	DESCRIPTION
Reading skills to:	comprehend detailed product information, promotional material and reviews about Australian wines.
Writing skills to:	summarise notes, and record information in basic documents, information sheets and files.

- Oral communication skills to:
- discuss and debate different ideas and opinions about products.
- Learning skills to:
- review own knowledge of Australian wines and participate in activities that continuously update it.
- Problem-solving skills to:
- identify product faults and make judgments about appropriate remedial action.
- Planning and organising skills to:
- schedule regular checks on the storage of beverage products.
- Self-management skills to:
- take responsibility for sourcing and updating current and emerging product information.

Unit Mapping Information

SITHFAB305 Provide advice on Australian wines

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITHFAB012 Provide advice on Australian wines

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- discuss the characteristics of each of the following Australian wines with different customers on three different occasions:
 - red and white
 - blended wines
 - sparkling wines
 - ports
 - popular fortified wines
 - dessert wines
- demonstrate the correct application of each of the following sensory evaluation techniques to evaluate wines:
 - assessing balance of wine features on the palate
 - smell or nose appraisal
 - taste appraisal
 - visual appraisal
- provide current, accurate and relevant advice to each of the above customers on their selection to meet different taste and price preferences
- maintain and continuously extend personal product knowledge to enhance workplace activities.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- full range of sensory evaluation techniques and their relevance to different types of wines:
 - assessing balance of wine features on the palate
 - smell or nose appraisal:
 - techniques for releasing aroma and bouquet
 - recognising 'off' odours
 - assessing intensity of aromas
 - describing smell characteristics

- assessing age
- taste appraisal:
 - techniques for releasing wine flavours (sucking in air, swirling wine over taste buds)
 - spitting techniques
 - recognising acidity, sweetness, weight or body, length, note, and wine faults
- visual appraisal:
 - wine swirling and glass handling
 - use of light and background
 - intensity and type of colour
 - clarity
 - identifying 'legs' or 'tears' to assess alcohol or glycerol content
- structure, history, trends and philosophies of the Australian wine industry and beverage service
- past, current and emerging trends in the Australian wine industry:
 - contemporary eating and drinking habits
 - cultural and ethnic influences
 - major events and festivals
 - media influence
 - seasonal and popular influences
- place of Australian wines in the international marketplace
- general understanding of the operation of wine shows and wine medal systems in an Australian context
- characteristics of major Australian wines from all major and emerging Australian wine regions:
 - red:
 - cabernet sauvignon
 - shiraz
 - pinot noir
 - merlot
 - grenache
 - white:
 - semillon
 - sauvignon blanc
 - riesling
 - chardonnay
 - pinot gris
 - blended wines
 - sparkling wines
 - port:
 - tawny

- vintage
- popular fortified wines:
 - apera
 - muscat
 - topaque
- dessert wines
- characteristics for each wine region:
 - different wine types and their styles
 - different production methods
 - label terminology and interpretation
 - major regional variations
 - principal grape varieties used in wine types
 - how Australian wine types and styles compare with imported wines
- broad overview of Australian geography and its impact on wine growing
- climatic classification of Australian grape-growing regions registered by the Geographical Indications Committee
- factors that influence character of wine
- impact of vineyard and viticultural techniques affecting taste and style of wine
- annual cycle of a general vineyard and regional specific cycles
- wine production methods and variations for white, red, sparkling and fortified wines:
 - basic wine production steps and variations for different wines
- new world approaches to wine making
- specific production techniques for:
 - white wine
 - red wine
 - sparkling wines
 - fortified wines
- factors that affect style and quality of wine:
 - climate
 - soil
 - grape variety
 - viticultural techniques
 - storage
 - vinification techniques
- key structural components in wine and their impact on taste:
 - alcohol
 - tannin
 - sugar
 - fruit flavour
- indicators of quality in wines, and analysis and diagnosis of wine faults or impairments:

- oxidation
- tartrates
- cloudiness
- cork faults
- presence of hydrogen sulphide
- organisational activities for which knowledge of Australian wines is required:
 - conducting product tastings and tours
 - providing product advice and selling beverages to customers
 - selecting or assisting with selection of products from suppliers
 - writing or providing input into:
 - beverage menus
 - beverage lists
 - food and beverage matching menus
- wine service techniques:
 - serving aged wines
 - processes for decanting wine
- storage and cellaring requirements for a range of wines and reasons for them:
 - amount of ultraviolet (UV) light
 - humidity
 - shelf life
 - stock rotation
 - temperature fluctuations
 - vibrations
- contributing factors of a successful wine list
- business considerations in the provision of information and advice on wines:
 - current stock
 - profitability requirements
 - range being promoted
 - stock availability
 - supplier arrangements
- overview of types of foods that match successfully with different wines
- formal and informal research methods to extend and update knowledge:
 - attending trade shows
 - attending wine tastings
 - joining associations and industry bodies
 - reading general and trade media and supplier information
 - reading wine reference books
 - talking to product suppliers, winemakers and vineyard managers
 - using the internet.

Assessment Conditions

Skills must be demonstrated in an operational wine sales or service environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- fixtures and large equipment:
 - bar service area
 - refrigerator
 - storage area for glassware and drinks
- stock:
 - wide commercial range of Australian wines
- organisational specifications:
 - information on wines currently listed in the Australian Wine and Brandy Corporation Register of Protected Names
 - price lists
 - promotional materials
 - product information, product reviews and information on production methods
 - promotional materials and details of presentation sessions
 - reference texts on Australian wines
 - organisational safety procedures
 - wine lists
- industry realistic ratios of staff to customers; these can be:
 - staff and customers in an industry workplace during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

Links

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