

Qualification Handbook

BIIAB Level 1 Award in Wine Service

600/2141/X

Version 2

**BIIAB Level 1 Award in Wine
Service handbook**



Version and date	Change, alteration or addition	Section
November 2017, Version 2	Updated handbook throughout to remove reference to "QCF"	Front page, header, Section 1, 5, 8, 13
	Updated RoC with TQT figures	Section 6

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1. About the BIIAB Level 1 Award in Wine Service

BIIAB is regulated to deliver this qualification by Ofqual in England and Northern Ireland. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 1 Award in Wine Service	600/2141/X

2. Objective and Purpose of this Qualification

This qualification has been designed to allow learners to obtain and then demonstrate the knowledge related to good practice and effective wine service delivery at Level 1.

The primary purpose of the qualification is to progress to the next level of vocational learning by preparing for further learning or training by developing knowledge and/or skills in a subject area. However, employers can also rely on the knowledge provided as meeting nationally recognised standards for service delivery at this level as such the sub-purpose is to develop knowledge and/or skills in a subject area

Due to constant Regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making registrations. If you are unsure about the qualifications status please contact BIIAB head office.

3. About this Handbook

This support pack has been developed to provide guidance for learners, assessors and quality assurers undertaking, delivering, or quality assuring this qualification.

The purpose of the support pack is to provide the majority of the key information that may be needed to prepare for, and help support, the successful delivery of the qualification, in one place.

If this pack is updated, centres will be notified via the BIIAB monthly newsletter which goes to approved centres.

4. BIIAB Customer Service

BIIAB is committed to giving the highest possible levels of customer service. The BIIAB's Service Level Agreement is available via www.biiab.org.

Our Customer Service team can be contacted between the hours of 0900 and 1700 Monday to Friday by using the contact details below, or outside those hours, by leaving a message on our voicemail service.

Customer Service Contact Details: 01276 684449

Email: customersupport@bii.org

Our Customer Service team will be happy to assist with any administration related enquiries you may have. For example:

- registration and certification enquiries
- re-certification issues
- centres available in the local area
- appeals
- whistleblowing.

5. What are Rules of Combination (ROC)?

Under the Regulatory Framework qualifications can be made up of a combination of mandatory and/or optional units. The units and credits required to complete a qualification are set out by the rules of combination (RoC). The RoC allows for flexibility and transferability.

The ROC will specify:

- The total credit value of the qualification
- The amount of credit that must be achieved within specific groupings of units (e.g. Mandatory, Optional Unit, and Optional groups)
- The minimum credit which must be achieved at the level or above the level of the qualification
- The Total Qualification Time (TQT)
- The title, Unit Regulation Number and BIIAB Unit number for each unit, alongside its level, credit, and Guided Learning Hours (GLH)
- Any barred units (units that cannot be taken together as part of the qualification).

When choosing the appropriate route for a learner or group of learners, it is the responsibility of the centre to ensure the rules of combination are adhered to.

6. BIIAB Level 1 Award in Wine Service Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 1 Award in Wine Service learners **must** gain a **total of 1** credit. This **must** consist of:

- **Minimum total** credit: **1**
- A **minimum of 1** credit **must** be achieved through the completion of units at **Level 1** and above.
- GLH: **8**
- TQT: **8**

The qualification has been developed based upon industry feedback as to the fundamental knowledge required to work in the sector at the level.

Listed below are the qualification units.

Mandatory Unit Group A

Unit No.	URN	Unit Title	Credit	Level	GLH	Assessment Method
USW	K/503/2573	Understanding and selling wine	1	1	8	Multiple-choice exam

7. Age Restriction

The qualification in this handbook is appropriate for use in the following age ranges:

- 16-18
- 19+.

8. Entry Requirements and Progression

There are no entry requirements for this qualification. However, learners **must** be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

The qualification is designed to equip learners with the knowledge related to good practice and effective wine service delivery at Level 1. The recommended progression route is to the BIIAB Level 2 Award for Personal Licence Holders. It also will allow for a number of progression routes to into other areas of learning and employment.

Achievement of the qualification offers opportunities for progression, including:

- 603/2468/5 C00/1212/8 BIIAB Level 2 Award for Personal Licence Holders
- 600/3355/1 BIIAB Level 2 Award In Licensed Hospitality Operations

9. Assessment

Overview of assessment strategy

The Assessment Strategy has been designed by BIIAB, in conjunction with an expert panel, educational experts and a steering group. All BIIAB approved training centres and their assessment must adhere to the designed assessment strategy for this qualification. The qualification contains one knowledge unit, and this unit is externally set and marked by BIIAB. The examination comprises of 25 Multiple Choice questions. Assessments provided by BIIAB will ensure that effective learning has taken place and that learners have the opportunity to:

- meet the assessment criteria
- achieve the learning outcomes.

Assessment process

Assessments will be accessible and will produce results that are valid, reliable, transparent and fair. BIIAB will ensure that the result of each assessment taken by a learner in relation to a qualification reflects the level of attainment demonstrated by that learner in the assessment, and will be based upon the achievement of all of the specified learning outcomes.

Details of the ordering process, assessment documentation, invigilation requirements to centres and the documentation to be completed can be found in the Examination and Invigilation Regulations for the Administration of BIIAB Qualifications document, available in the password protected area of CentreZone.

BIIAB will make every effort to ensure that it allows for assessment to:

- Be up to date and current
- Reflect the context from which the learner has been taught
- Be flexible to learner needs

Appeals

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The **main** reasons for an appeal are likely to be:

- Learners do **not** understand why they are **not** yet regarded as having sufficient knowledge
- Learners believe they are competent and that they have been misjudged

BIIAB expects most appeals from learners to be resolved within the centre. BIIAB will only consider a learner's appeal after the centre's internal appeals procedure has been fully exhausted.

For full details of the BIIABs appeals procedure please refer to www.biiab.org

10. Initial Assessment and Induction

Prior to the start of any programme it is recommended that centres should make an initial assessment of each learner. This is to ensure that the learners are entered for an appropriate type and level of qualification.

The initial assessment should identify the specific training needs that the learner has, and the support and guidance that they may require when working towards their qualification.

The centre must also identify any units the learner has already completed, or credits they have accumulated, relevant to the qualification.

BIIAB suggests that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre.

11. Resources

BIIAB provides the following additional resources for this qualification:

- Learner materials
- Tutor support material
- Activity and quiz booklets
- Externally set assessments

All of these resources are available for download via the BIIAB website.

Access to the Units

Units form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes, assessment criteria and the indicative content that form part of the delivery. BIIAB includes the mandatory units within this pack, and makes all units available via centrezone.biiab.org

12. Design and Delivery

Centres must refer to the units that form the qualification and the standard that must be achieved in order to be awarded each unit. This is covered within the learning outcomes and assessment criteria that form part of the delivery.

Each unit within this qualification has been allocated a number of Guided Learning Hours (GLH).

This can include activities such as training/class room based sessions, tutorials, supervised study or supervised 'on-the-job' learning and face-to-face or other pre-arranged 1:1 teaching sessions (e.g. simultaneous electronic communication such as webcam contact or internet messaging). It could also include time spent undertaking assessments.

The qualification will be assigned Total Qualification Time (TQT), which, as well as GLH, will include the estimated number of hours spend in preparation, study or any other supervised learning, study or assessment for an average learner.

When planning how to deliver the qualification it is important to refer to this definition.

Centres must refer to the Assessment Principles and Additional Requirements detailed in this handbook when planning the delivery and assessment of these qualifications.

13. Format of Units

All units within this qualification will be presented in a standard format that is consistent with the format for all units of assessment. The format will give tutors and learners guidance as to the requirements of the unit for successful completion. Each unit within this specification will be in the format below:

Unit Title

This will be shown as it appears on the Register of Regulated Qualifications (<http://register.ofqual.gov.uk>).

Unit Number / Unit Reference Number (URN)

The Unit Reference Number is the unique code that the unit is given by the Regulator. This unit will be referenced on the final qualification certificate. The same unique code for the unit applies in whichever qualification the unit is included within. BIIAB also assign unique unit numbers which normally is consistent when the unit is used in multiple BIIAB qualifications.

Level

This identifies the level of demand for the unit, but may be a different level to that of the overall qualification. The level of the units will be set according to National Occupational Standards and the level descriptors.

Credit

When a whole unit is completed the learner will achieve credits specified by the number of hours' learning time it will take an average learner to complete the unit including the assessment.

Guided Learning Hours (GLH)

The required number of hours that learning should take place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.

Learning Outcomes and Assessment Criteria

Learning Outcomes are what the learner is expected to know, understand or be able to do upon successful completion of the unit.

Assessment Criteria are descriptions of the requirements that a learner is expected to meet in order to demonstrate that a learning outcome has been achieved. There are usually multiple assessment criteria for each Learning Outcome.

14. Initial Registration

Registration and Certification

Learners should be registered and certificated via BIIAB's On-line Registration and Certification Service (ORCS) www.orcs.biiab.org. Please refer to BIIAB's Centre Guidance for using ORCS.

Equal Opportunities and Diversity Policy

BIIAB has in place an equal opportunities policy, a copy can be found at centrezon.bii.org.

BIIAB is committed to ensure that:

- Approved centres operate an equal opportunities policy
- Approved centres communicate the policy to staff and learners
- Approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware
- Approved centres are aware of their responsibilities in providing equality of opportunity, particularly with regard to provision for learners with particular assessment requirements.

Reasonable Adjustment Policy

Learners who require reasonable adjustments for their assessments **must** inform their assessor at the beginning of their course of their requirements. BIIAB has a reasonable adjustment policy in place, a copy of which is provided to all BIIAB approved centres and can be found at centrezon.bii.org.

15. Qualification Review and Feedback

BIIAB is committed to the ongoing review of this qualification to ensure it remains fit for purpose.

This review approach involves the collation of evidence in the form of any information, comments and complaints received from users of this qualification in relation to its development, delivery and award.

BIIAB will give due regard to any credible evidence received which suggests that a change in approach to the development, delivery and award of this qualification is required in order to ensure that no adverse effects will result. This qualification will be periodically reviewed and revised to ensure the content remains relevant, assessment approach remains appropriate and that it remains valid and fit for purpose.

16. Mandatory Units

The following units are mandatory for this qualification.

Unit Title	Understanding and selling wine	
BIIAB Reference	USW	
Level	1	
Credit Value	1	
GLH	8	
Unit Reference No.	K/503/2573	
Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
1 Understand the main types and styles of wine	1.1	Identify the main types of wine
	1.2	Identify the main styles of wine
2 Understand how wine is produced	2.1	Identify the different stages in the wine production process
	2.2	State the differences in the production process for red and white wine
3 Understand the factors that can affect the characteristics of wine	3.1	Identify the characteristics of the main grape varieties
	3.2	Identify the key wine producing regions
	3.3	Identify wines that commonly come from the key wine producing regions
	3.4	State the factors that influence the style of wine
4 Understand how to taste wine in a methodical way	4.1	State which senses are used when tasting wine
	4.2	State the factors which should be considered when tasting wine
5 Understand how to store and serve wine	5.1	State the correct way to store wine
	5.2	State the main considerations when taking a wine order
	5.3	State how to open still wine
	5.4	State how to open Champagne and sparkling wine
	5.5	State acceptable temperatures for serving wine and the factors that should be considered when determining service temperature
	5.6	State how to pour still wine
	5.7	State how to pour Champagne or sparkling wine
	5.8	State the reasons for decanting wine

Unit Title	Understanding and selling wine	
BIIAB Reference	USW	
Level	1	
Credit Value	1	
GLH	8	
Unit Reference No.	K/503/2573	
Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	5.9	Identify the key steps in decanting wine
6 Understand what equipment is required to serve wine correctly	6.1	Identify what equipment is required for the correct service of wine
	6.2	State why using the correct glassware is important when selling wine
	6.3	State the characteristics of a good wine glass
	6.4	State the features of the main types of wine glass
	6.5	State the types of wine glass that should be used for the different styles of wine
7 Understand how to handle and care for glassware correctly	7.1	State the correct way to handle glassware
	7.2	State the key considerations in glass care and maintenance
8 Understand the basic principles and importance of selling wine successfully	8.1	State the importance of product knowledge and customer service skills when selling wine
	8.2	State the benefits of being able to offer advice to customers regarding the wine list and menu
	8.3	Identify ways in which increased sales and profits can be achieved
	8.4	State the benefits of selling wine by the glass
	8.5	Identify the main problems associated with selling wine by the glass
9 Understand the basic principles of food and wine matching and how these can be used when selling wine	9.1	State the purpose of food matching
	9.2	State the basic principles of food and wine matching
	9.3	State the main considerations when matching food and wine
	9.4	State how cooking methods can affect food and wine matching
	9.5	State secondary factors (service temperature, seasonings, accompaniments) that should be considered when food matching

Unit Title	Understanding and selling wine	
BIIAB Reference	USW	
Level	1	
Credit Value	1	
GLH	8	
Unit Reference No.	K/503/2573	
Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
10 Understand the legal and social responsibilities associated with selling wine	10.1	State the legal measures for selling wine by the glass
	10.2	State the law with regard to describing wine
	10.3	State the law with regard to sale of alcohol to underage persons
	10.4	State the law with regard to the consumption of alcohol by underage persons
	10.5	State the law regarding age verification policies and the enforcement of these policies
	10.6	State the law with regard to the sale of alcohol to persons who are drunk

Notices

This book does not purport to contain an authoritative or definitive statement of the law or practice on any subject and the publishers supply the information on the strict understanding that no legal or other liability attaches to them in respect of it. References to sources of further guidance or information have been made where appropriate.

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