



*'exploring the world
of wines and spirits'*

Key Skills for the
**WSET® Level 3
Certificate**
in Wines and Spirits

Key Skills

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WSET® Level 3 Certificate in Wines and Spirits

COMMUNICATION

	Key Skill Element	Element Title	Depth of Match of Key Skills Evidence Requirements
Unit 1 Wines and Spirits of the World	C3.1	Read and synthesise information	Several opportunities for the key skill
	C3.2	Discuss	Several opportunities for the key skill
	C3.3	Make a presentation	No match
Unit 2 Application of the WSET Systematic Approach to Tasting	C3.4	Write documents	Several opportunities for the assessment of a short document in the form of tasting notes Formal assessment of tasting notes as part of examination No requirement in qualification for the production of an extended document

APPLICATION OF NUMBER

Unit 1 Wines and Spirits of the World	N3.1	Interpret information	Limited opportunities at Level 3 Cost breakdowns of a bottle of wine or spirit, costs and production figures
	N3.2	Carry out multi-stage calculations	No match
	N3.3	Interpret results and present findings	No match

INFORMATION TECHNOLOGY

Unit 1 Wines and Spirits of the World	IT3.1	Search for information using different sources and multiple-search criteria	Several opportunities for the partial assessment of key-skill requirements by use of internet to support home-study requirements stated in specifications
	IT3.2	Enter and develop information and derive new information	No match
	IT3.3	Present information	No match



WSET® Level 3 Certificate in Wines and Spirits
IMPROVING OWN-LEARNING AND PERFORMANCE

	Key Skill Element	Element Title	Depth of Match of Key Skills Evidence Requirements
Unit 1 Wines and Spirits of the World	LP3.1	Set targets	Several opportunities for the assessment of key-skill requirements when undertaking the recommended private study using the WSET® Level 3 Certificate Study Pack
	LP3.2	Use plan	Several opportunities for the assessment of key-skill requirements when undertaking the recommended private study using the WSET® Level 3 Certificate Study Pack
	LP3.3	Review progress and establish evidence of achievements	Several opportunities for the assessment of key-skill requirements when undertaking the recommended private study using the WSET® Level 3 Certificate Study Pack
Unit 2 Application of the WSET Systematic Approach to Tasting	C3.4	Write documents	Several opportunities for the assessment of a short document in the form of tasting notes Formal assessment of tasting notes as part of examination No requirement in qualification for the production of an extended document

WORKING WITH OTHERS

	WO3.1	Plan work with others	No match
	WO3.2	Seek co-operation and check progress towards objectives	No match
	WO3.3	Review work with others and agree ways of improving collaborative work	No match

PROBLEM SOLVING

Unit 1 Wines and Spirits of the World	PS3.1	Explore a problem and identify ways of tackling it	Partial match with the delivery of the underpinning knowledge required for the identification of wine faults and wine-production problems
	PS3.2	Plan and implement a way of solving the problem	No match
	PS3.3	Check if the problem has been solved and review approach	No match



KEY SKILL LEVEL 3 - COMMUNICATION

C3.1 - READ AND SYNTHESISE INFORMATION	Syllabus Area	How to Generate Evidence	How to Present Evidence
<ul style="list-style-type: none"> Read and synthesise information from two documents of approximately 1,000 words 	Unit 1 Wines and Spirits of the World	<ul style="list-style-type: none"> Preparing oneself for examination Completing self-assessment questions in Level 3 Certificate Study Guide Using sketch maps to locate wine-producing regions and note styles of wines produced 	<ul style="list-style-type: none"> Copy of chapter read in <i>Exploring Wines and Spirits</i> Notes explaining purpose of reading the document Copy of sketch maps with notes about wines produced Completed notes/answers in the Study Guide Locate wine regions on 'blank' maps in Study Guide
C3.2 - TAKE PART IN A GROUP DISCUSSION	Syllabus Area	How to Generate Evidence	How to Present Evidence
<ul style="list-style-type: none"> Contribute to a group discussion about a complex subject 	Unit 2 Application of the WSET® Systematic Approach to Tasting	<ul style="list-style-type: none"> You will have several opportunities to take part in group discussion and express your opinions about the wines you will taste by using the WSET® Systematic Approach to tasting When tasting recommended wines and spirits you will discuss commercial value of the samples and the suitable food matches 	<ul style="list-style-type: none"> An observation record signed by an assessor who observed the discussion or audio/video tape of the discussion
C3.3 - WRITE DOCUMENTS	Syllabus Area	How to Generate Evidence	How to Present Evidence
<ul style="list-style-type: none"> Write two different types of document, each one giving different information about a complex subject. At least one document should be of 1,000 words long 	Unit 1 Wines and Spirits of the World	<ul style="list-style-type: none"> There is no requirement for a Level 3 student to produce an extended document as part of the qualification The subject matter would suit the setting of a report/essay-writing exercise for candidates wishing to complete portfolio at Level 3 	<ul style="list-style-type: none"> Finished work



KEY SKILL LEVEL 3 - IMPROVING OWN-LEARNING AND PERFORMANCE

LP3.1 - SET TARGETS	Syllabus Area	How to Generate Evidence	How to Present Evidence
<ul style="list-style-type: none"> Set targets using information from appropriate people and plan how these will be met 	Unit 1 Wines and Spirits of the World	<ul style="list-style-type: none"> Reading the WSET® Level 3 Certificate Specification to provide you with accurate information Reading the materials in your WSET® Level 3 Certificate Study Pack Seeking advice from a tutor, manager or someone with prior knowledge of the WSET® Level 3 Certificate Producing an action plan to meet targets for each of the parts of the syllabus you are about to study Planning and allocating the hours recommended in the specification for independent study Planning how to use the WSET® Level 3 Certificate Study Pack, taking into account time you have available and how you will identify what and how you have learnt Taking into account what you have done before and what could affect your chances of success 	<ul style="list-style-type: none"> Records which show the information you provided to help set targets Two action plans with action points, deadlines and notes of support needed

LP3.2 - USE PLAN	Syllabus Area	How to Generate Evidence	How to Present Evidence
<ul style="list-style-type: none"> Take responsibility for your learning, using your plan to help meet targets and improve performance 	Unit 1 Wines and Spirits of the World Unit 2 Application of the WSET® Systematic Approach to Tasting	<ul style="list-style-type: none"> Using your action plan to help manage your time well and complete tasks, revise your plan when needed to take into account unexpected problems or the early completion of tasks Checking progress using the questions in your WSET® Level 3 Certificate Study Guide Checking progress by assessing and keeping records using your Student Tasting Notes of wines tasted other than those tasted in lessons Checking progress by assessing and keeping notes of food-and wine-matching opportunities Selecting different ways of learning to improve your performance, eg use of internet to provide extra background information 	<ul style="list-style-type: none"> Action Plan to keep a log of your learning with notes of: <ol style="list-style-type: none"> How you learned in different ways and adapted your approach When you sought feedback and support and how you used it Any revisions made to your plan Records from those who have seen your work which show you managed yourself effectively and completed tasks

LP3.3 - REVIEW PROGRESS AND ACHIEVEMENTS	Syllabus Area	How to Generate Evidence	How to Present Evidence
<ul style="list-style-type: none"> Review progress and establish evidence of your achievements 	Unit 1 Wines and Spirits of the World	<ul style="list-style-type: none"> Noting on your Action Plan, what has gone well or less well and what you did to improve learning when things went less well Identifying targets you have met, eg been able to satisfy the learning outcomes in the WSET® Level 3 Certificate Specification by use of the questions in your WSET® Level 3 Study Guide Identifying targets you have met and evidence of your achievements of application of the Systematic Approach to Tasting Making note of how you have used learning from one task to meet the demands of the new task, eg this could be using the product knowledge gained to make a recommendation for the inclusion of a wine in a wine list 	<ul style="list-style-type: none"> Copies of Action Plans Completed questions from the Level 3 Certificate Study Guide for at least two subjects, eg sparkling wines and spirits Completed tasting notes from two separate tasting sessions showing food and wine matches and commercial values of wine Record of how you have used learning from the WSET® Level 3 Certificate Course



Mapping Against National Occupational Standards

The WSET® Level 3 Certificate in Wines and Spirits does not specifically assess NVQs. However, it is considered that there are opportunities for students to develop certain skills and knowledge that could generate evidence for NVQ portfolio presentation.

For the benefit of tutors and students a mapping key for the NVQs in the sectors of industry that benefit from the use of the WSET® Level 3 Certificate in Wines and Spirits has been produced. The mapping key will give examples where in the natural course of study for a WSET® Level 3 Certificate in Wine and Spirits it is possible to acquire knowledge and generate evidence for portfolios in the hospitality and distribution sectors. The mapping is based on the product-knowledge requirements of the NVQs identified. It should be noted that the opportunities for generating evidence might be affected by the mode of study adopted.

It would benefit a candidate, for example, from a specialist wine and spirit retailer to take the WSET® Level 3 Certificate in Wines and Spirits either alongside or prior to NVQ assessment in order to have the required specialist knowledge for the completion of the Customer Information and Product Knowledge based units.

Not all unit and element requirements are covered by the WSET® Level 3 Certificate in Wines and Spirits. We, therefore, advise that any student who wishes to complete unit requirements should contact their NVQ assessor who should be able to give suitable advice for the completion of tasks and the inclusion of evidence from the WSET® Level 3 Certificate in Wines and Spirits as part of their assessment.

The NVQs Identified are:
Catering and Hospitality

- NVQ Level 3 Supervisory Management (Restaurant)
- NVQ Level 3 Drink Service (Craft)
- NVQ Level 3 Food Service (Craft)

It should be noted that the above qualifications will soon be available in a new format and the current standards are used for the mapping. An updated mapping sheet will be available once new standards are published.

Distribution

- NVQ Level 3 Retail Operations
- NVQ Level 3 Distribution and Warehousing



CATERING AND HOSPITALITY

UNIT 3F14 - MAINTAIN THE DRINK SERVICE

Unit and Element Title of the Vocational Qualification	NVQ Element Title	Underpinning Knowledge Title (eg Health and Safety)	Depth of Match to the Underpinning Knowledge	Supporting Knowledge for Supplementary Evidence
Unit 1.6 Advice for Customers and Staff	3F14.2(HS11) Maintain the drink service area	Knowledge of organisation	2. Standards of service	<i>Range</i> A. Wine
	3F14.3 (HS11) Supervise operations within licensing laws	Legal requirements	1. Licensing legislation	<i>Range</i> B. Breaches of legislation
	3F14.4 (HS11) Monitor customer behaviour to minimise disruption to the service	Legal requirements	1. How licensing legislation and industry codes of practice relate to monitoring of customer behaviour	

UNIT 3F17 - PREPARE AND SERVE WINES

Unit and Element Title of the Vocational Qualification	NVQ Element Title	Underpinning Knowledge Title (eg Health and Safety)	Depth of Match to the Underpinning Knowledge	Supporting Knowledge for Supplementary Evidence
Unit 1.2 Light Wines of the World	3F17.2 (HS28) Determine customer need for wines	Information & communication	3. Characteristics of wines	<i>Range</i> A. Information B. Wines
Unit 1.3 Sparkling Wines of the World		Legal Requirements	1. Accurate information about wines	
Unit 1.4 Fortified (Liqueur) Wines of the World				
Unit 1.6 Advice for Customers and Staff	3F17.1(HS28) Prepare service areas, equipment and stock for service	Knowledge of organisation		<i>Range</i> A. Service equipment B. Preparation of wine C. Safe working practices
	3F17.2 (HS28) Determine customer need for wines	Knowledge of organisation	3. How wine service integrates with food service	
Unit 2.1 Identify and Record the Characteristics of the Principal Wines of the World	3F17.2 (HS28) Determine customer requirements for wines	Information and communication	3. Characteristics of wine	<i>Range</i> A. Characteristics of taste B. All wines



CATERING & HOSPITALITY**UNIT 3F18 - PREPARE AND SERVE SPIRITS AND LIQUEURS**

Unit and Element Title of the Vocational Qualification	NVQ Element Title	Underpinning Knowledge Title (eg Health and Safety)	Depth of Match to the Underpinning Knowledge	Supporting Knowledge for Supplementary Evidence	
Unit 1.5 Spirits and Liqueurs of the World	3F18.2 (HS29) Determine customer needs for spirits, liqueurs and associated products	Craft	1. Origins and production methods 3. Characteristics	<i>Performance Criteria</i> 3. Product information	
Unit 1.5 Spirits and Liqueurs of the World	3F18.2 (HS29) Determine customer needs for spirits, liqueurs and associated products	Craft	3. Characteristics	<i>Performance Criteria</i> 3. Product information	
Unit. 6 Advice for Customers and Staff	3F18.1 (HS29) Prepare service areas and serve spirits, liqueurs and associated products	Knowledge of organisation		<i>Performance Criteria</i> 1. Service equipment	<i>Range</i> A. Service equipment
	3F18.2 (HS29) Determine customer needs for spirits, liqueurs and associated products	Knowledge of organisation Craft	3. Current trends 3. Characteristics	<i>Performance Criteria</i> 3. Product information	<i>Range</i> A. Product information

UNIT 3F19 - MAINTAIN WINE CELLAR AND DISPENSE COUNTER

Unit and Element Title of the Vocational Qualification	NVQ Element Title	Underpinning Knowledge Title (eg Health and Safety)	Depth of Match to the Underpinning Knowledge	Supporting Knowledge for Supplementary Evidence	
Unit 1.5 Advice for Customers and Staff	3F19.1 (HS15) Maintain wine cellar	Knowledge of organisation	2. Why wine stocks need specific methods of care	<i>Performance Criteria</i> 2. Wine storage	<i>Range</i> B. Wines
		Problems	1. Faulty stock 3. Faults identified	7. Unpredicted situations	C. Unpredicted situations

UNIT 3F24 - CONTRIBUTE TO THE DEVELOPMENT OF A WINE LIST

Unit and Element Title of the Vocational Qualification	NVQ Element Title	Underpinning Knowledge Title (eg Health and Safety)	Depth of Match to the Underpinning Knowledge	Supporting Knowledge for Supplementary Evidence	
Unit 1.2 Light Wines of the World	3F24.1 (HS31) Contribute to the planning and updating of a wine list	Craft	1. Wine characteristics	<i>Performance Criteria</i> 1. Customer requirements	
Unit 1.3 Sparkling Wines of the World			3. Alcohol content		
Unit 1.4 Fortified (Liqueur) Wines of the World					
Unit 1.6 Advice to Customers and Staff	3F24.1 (HS31) Contribute to the planning and updating of a wine list	Craft	2. Compatibility of wine to menu items	<i>Performance Criteria</i> 1. Customer requirements	<i>Range</i> A. Customer requirements
Unit 2.1 Identify and Record the Characteristics of the Principal Wines of the World	3F24.1 (HS31) Contribute to the planning and updating of a wine list	Craft	1. Wine characteristics 3. Alcohol content	<i>Performance Criteria</i> 1. Customer requirements	<i>Range</i> A. Customer requirements

DISTRIBUTIVE

NVQ LEVEL 3 RETAIL OPERATIONS

NVQ LEVEL 3 DISTRIBUTION AND WAREHOUSING

MANDATORY UNIT E15 - CONTRIBUTE TO A SECURE, SAFE AND HEALTHY WORKING ENVIRONMENT

Unit and Element Title of the Vocational Qualification	NVQ Element Title	Underpinning Knowledge Title (eg Health and Safety)	Depth of Match to the Underpinning Knowledge	Supporting Knowledge for Supplementary Evidence
Unit 1.6 Advice for Customers and Staff	E15.2 Contribute to a secure, safe and healthy working environment	Monitor losses and investigate identified problems	2.Procedures for identifying and recording losses	<i>Performance Criteria</i> H. Identifying losses and cause <i>Range</i> 4. Stock

OPTIONAL GROUP 1 - STOCK MANAGEMENT - B22 - ORGANISE THE RECEIPT AND STORAGE OF GOODS

Unit 1.6 Advice for Customers and Staff	B22.1 Organise the receipt and storage of goods	Organise and maintain storage facilities	1.How to access the storage needs for goods on order 2. How to protect goods from deterioration and damage in a variety of circumstances	<i>Performance Criteria</i> H. Organisation of storage facilities <i>Range</i> 4. Requirements
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OPTIONAL GROUP 2 - MERCHANDISING AND SELLING GOODS - C14 - PROVIDE SPECIALIST SUPPORT IN HELPING CUSTOMERS TO MAKE PURCHASES

Unit 2.1 Identify and Record the Characteristics of the Principal Wines of the World	C.14 1 Prepare for and provide demonstrations of specialist products	Demonstrating and promoting products	1. How to set up a demonstration of various products (Wine and Spirits) 4. Features, advantages and benefits of different products 5. Methods of comparing and contrasting features. Advantages and benefits of products	<i>Performance Criteria</i> B. Accurately find out what the customer is looking for D. Setting up demonstrations (tasting) E. Components for demonstration F. Provide Demonstrations <i>Range</i> 3. Options 4. Inspect products 5. Demonstrations 6. Information
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OPTIONAL GROUP 2 - MERCHANDISING AND SELLING GOODS - C14 - PROVIDE SPECIALIST SUPPORT IN HELPING CUSTOMERS TO MAKE PURCHASES

Unit 1.6 Advice to Customers and Staff	C.14 1 Prepare for and provide demonstrations of specialist products	Demonstrating and promoting products	4. Features, advantages and benefits of different products	<i>Range</i> 5. Information
		Organisational and Legal Requirements	1. Legal rights and obligations	



DISTRIBUTIVE**NVQ LEVEL 3 RETAIL OPERATIONS****NVQ LEVEL 3 DISTRIBUTION AND WAREHOUSING**

Unit and Element Title of the Vocational Qualification	NVQ Element Title	Underpinning Knowledge Title (eg Health and Safety)	Depth of Match to the Underpinning Knowledge	Supporting Knowledge for Supplementary Evidence
OPTIONAL GROUP 3 - CUSTOMER SERVICES D5 - ORGANISE, DELIVER AND MAINTAIN RELIABLE CUSTOMER SERVICE, ORGANISE THE RECEIPT AND STORAGE OF GOODS				
Unit 1.6 Advice to Customers and Staff	D5 Plan and organise the delivery of reliable customer service	Organisational requirements	2. Products of your organisation	<i>Performance Criteria</i> H. Responding appropriately to your customers
Unit 1.6 Advice to Customers and Staff	D5 Plan and organise the delivery of reliable customer service	Sector requirements	2. Specific aspects of legislation and regulations 3. Industry, organisational codes of practice	
OPTIONAL GROUP 3 - CUSTOMER SERVICES D6 - IMPROVE THE CUSTOMER RELATIONSHIP				
Unit 1.6 Advice for Customers and Staff	D6 Balance needs of your customer and your organisation	Organisational requirements	2. Products and services	<i>Performance Criteria</i> D. Meeting your customer needs and expectations
	D6 Balance needs of your customer and your organisation	Sector requirements	2. Specific aspects of legislation and regulations 3. Industry, organisational codes of practice	<i>Performance Criteria</i> E. Explaining why needs cannot be met
OPTIONAL GROUP 3 - CUSTOMER SERVICES D7 - WORK WITH OTHERS TO IMPROVE THE CUSTOMER RELATIONSHIP				
Unit 1.6 Advice for Customers and Staff	D7 Work with others	Organisational requirements	2. Products and services	<i>Range</i> A. Customer service
		Sector requirements	2. Specific aspects of legislation and regulations 3. Industry, organisational codes of practice	
OPTIONAL GROUP 3 - CUSTOMER SERVICES D8 - MONITOR AND SOLVE CUSTOMER SERVICE PROBLEMS				
Unit 1.2 Light Wines of the World	D8 Solve customer service problems	Organisational and legal requirements	2. Products and services	<i>Performance Criteria</i> B. Solve customer problems
Unit 1.3 Sparkling Wines of the World				<i>Range</i> A. Problems, customer expectations and products E. Identified by customers
Unit 1.4 Fortified (Liqueur) Wines of the World				
Unit 1.5 Spirits and Liqueurs of the World				
Unit 1.6 Advice to Customers and Staff	D8 Solve customer service problems	Sector requirements	2. Specific aspects of legislation and regulations 3. Industry, organisational codes of practice	
OPTIONAL GROUP 3 - CUSTOMER SERVICES D9				
Unit 1.6 Advice to Customers and Staff	D9 Plan improvements	Sector requirements	2. Specific aspects of legislation and regulations 3. Industry, organisational codes of practice	

