



Level 2
Award
in Barista skills

(HC110-08)

Qualification

Level 2 Award in Barista skills (HC110-08)

Title and level	GLH	TQT	WorldSkills Qualification number
Level 2 Award in Barista Skills	20	20	HC110-08

Introduction

This document tells you what you need to do to deliver the qualifications:

The GSQ Level 2 Award in Barista Skills is a qualification that is either assessed in a workplace or realistic work environment.

The qualification is aimed at learners who work or want to work as baristas in the hospitality sector. The purpose is to develop students' knowledge and skills to prepare them for employment and/or career progression in the hospitality sector.

Candidate Entry Requirements

There are no specific entry requirements, however learners should have a minimum of level one in literacy and numeracy or equivalent.

It is a requirement that learners have access to a suitably equipped hospitality setting in order to achieve the skills elements of the qualification.

The qualification is suitable for learners of 16 years of age and above.

Qualification Units

To achieve the **HC100-08 Level 2 Award in Barista Skills**, learners must achieve **20** credits

All mandatory units must be achieved

Mandatory Units

GSQ Unit code	Ofqual Unit Reference	Unit Title	Credit Value	GLH
479	DJ/615/5930	Barista skills for preparing and serving drinks	2	20

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. This includes both guided learning hours and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 2 Award in Barista Skills	20	20

Portfolio of evidence

To achieve this portfolio, you will need to produce a portfolio of evidence to show that you have the knowledge and skills in your chosen qualification. You will need to demonstrate the practical skills required and be observed by a competent tutor/assessor who will support you with evidence collection.

Your knowledge and understanding and practical skills will be assessed using the assessment methods listed below:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Centre Requirements

As a minimum, it is expected that centres seeking approval for this qualification have access to a well-equipped industrial facility which follow all hygiene requirements.

- washing facilities – hand washing, food preparation and washing up
- refrigerator or freezer space
- small and large equipment – it is recommended that centre review the range of equipment requirements against each unit within the qualification.

Centre Staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered.
- have recent relevant experience in the specific area they will be assessing and continue to achieve a minimum 30 professional development hours per year
- have credible experience of providing training

Centre staff may undertake more than one role, e.g. tutor and assessor or internal quality assurer, but cannot internally quality assure their own assessments.

Tutors/Assessors and Internal Quality Assurer

Assessor/Internal Quality Assurer qualifications are valued as qualifications for Centre staff, but they are not currently a requirement for the qualifications.

Continual Professional Development (CPD)

Centres must support their staff to ensure that they have a current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Unit 479 Barista skills for preparing and serving drinks

UAN: D/615/5930

Level: 2

Credit value: 2

GLH: 20

Aim

The qualification is aimed at learners who work or want to work as baristas in the hospitality sector. The purpose is to develop learners' knowledge and skills to prepare them for employment and/or career progression in the hospitality sector.

Knowledge of outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Learning outcome 1 1. Understand the range of drinks offered by baristas	1.1 Describe the range of drinks offered by baristas. 1.2 Explain the brewing/production process for each type of drink offered by a barista. 1.3 Describe the quality characteristics for a range of drinks from different origins. 1.4 Explain how processes for producing and distributing products may affect their quality.
Learning outcome 2 2. Understand how to set up and operate a barista work station	2.1 Describe safe and hygienic working practices when preparing drink preparation and service areas. 2.2 State why it is important to check for damage in all work areas and service equipment before taking orders.

	2.3 Identify the equipment needed for each product including drinking vessels. 2.4 Describe the checks and adjustments required for each piece of equipment, including the frequency. 2.5 State why drink ingredients and accompaniments must be available and ready for immediate use. 2.6 Describe common faults that can occur with the equipment. 2.7 Describe the actions to take to correct common faults.
Learning outcome 3 3. Be able to prepare work area and equipment for serving drinks	3.1 Check that preparation and service areas and equipment are clean, free from damage and ready for service. 3.2 Adjust equipment and make ready for use. 3.3 Arrange any promotional and display materials. 3.4 Make sure sufficient drink ingredients and accompaniments are readily available for use.
Learning outcome 4 4. Understand how to prepare and serve drinks	4.1 Describe safe and hygienic working practices when preparing and serving hot drinks. 4.2 State why information about products given to customers should be accurate. 4.3 Describe the techniques for mixing and preparing a variety of beverages. 4.4 Describe how to deal safely with breakages and spillages including to whom all breakages/spillages must be reported. 4.5 Explain why customer and service areas should be kept clean and tidy.
Learning outcome 5 5. Be able to serve customers	5.1 Comply with organisation's standards of: •Dress •Personal hygiene •Communication style 5.2 Provide customers with accurate Information on drinks as required and answer customer queries. 5.3 Take accurate customer orders. 5.4 Ensure service is completed appropriately and satisfactorily. 5.5 Maximise sales through up-selling. 5.6 Process payments.
Learning outcome 6 6. Be able to prepare and serve drinks	6.1 Handle and store ingredients and products to meet organisation's requirements.

	6.2 Make drinks using recommended equipment and ingredients. 6.3 Check drinks meet quality standards and correct as necessary. 6.4 Correct common presentation problems for a range of drinks. 6.5 Serve the drink in company style, offering the correct accompaniments. 6.6 Maintain stocks of drink ingredients and accompaniments.
Learning outcome 7 7. Understand how to clean and check equipment and work area	7.1 Explain the cleaning process for each piece of equipment. 7.2 Describe how to use cleaning materials correctly. 7.3 Describe safe and hygienic working practices when maintaining hot drink making equipment. 7.4 State what tests should be carried out after cleaning preparation equipment.
Learning outcome 8 8. Be able to clean and check equipment and work area	8.1 Check, clean and maintain preparation and service equipment before use. 8.2 Check, clean and maintain preparation and service equipment after use. 8.3 Dispose of waste safely and in accordance with the organisation's guidelines.

You must produce evidence of covering the minimum requirements

<i>Produce all drinks</i>
Coffee
Tea
Infusion
Juices
Smoothies
<i>Different origins and processing (All)</i>
Flavor and appearance of different varieties of coffee
Tea
Chocolate
Fruits and juices
Flavor and performance of different types of milk
shelf life (both packaged and after first opening)
Potential food allergens
<i>Equipment to include (Minimum 6)</i>
Espresso grinder
Espresso machine
Filter
Automated coffee machine
Blender or juicer
Chocolate machines
barista kit
whipped cream dispenser
<i>Production processes (All)</i>
Filter coffee machine
cafetiere
type of grind
quantity of coffee
brewing time
Espresso
temperature
grind
tamping and volume
Tea
loose/bags
water temperature
brewing time
Chocolate
product mix requirements
whipping
Juice/ Smoothies
temperature
mixing
dilution
<i>Adjustment and operation of equipment to include (All)</i>
Adjustment of grinder for espresso shot
Using measured quantities
Complying with health and safety regulations

Operating a blender or juicer producing filter and cafetiere coffee
Foaming and texturing milk
<i>Storage and handling to include (All)</i>
Use by date
Display merchandising
Sell by date
<i>Common presentation problems to include (Minimum 4)</i>
Poor crema on espresso
Incorrect production time
Layers
Over boiled
Too weak
Inappropriate vessel and accompaniments used
Poor milk texture on cappuccino and latte
<i>Processing payment to include (Minimum 6)</i>
Communicate amount due
Travellers' cheques
Voucher
Store/loyalty card
Debit card
Credit card
Cheque
Cash
Answer queries
Give receipt