

# International Award in Barista Skills (7102-52)

Qualification handbook



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# International Award in Barista Skills (7102-52)

Qualification handbook



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[www.cityandguilds.com](http://www.cityandguilds.com)  
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# Contents

<b>1</b>	<b>About this document</b>	<b>5</b>
<b>2</b>	<b>About the qualification</b>	<b>6</b>
2.1	Aim of the qualification	6
2.2	The structure of the qualification	7
2.3	Publications, sources of information and assistance	8
<b>3</b>	<b>Candidate entry and progression</b>	<b>10</b>
<b>4</b>	<b>Centre requirements</b>	<b>11</b>
4.1	Obtaining centre and qualification approval	11
4.2	Resource requirements	12
4.3	Registration and certification	14
4.4	Quality assurance	15
<b>5</b>	<b>Course design and delivery</b>	<b>17</b>
<b>6</b>	<b>Relationships to other qualifications</b>	Error! Bookmark not defined.
<b>7</b>	<b>Assessment</b>	<b>20</b>
7.1	Summary of assessment requirements	20
<b>Unit 002</b>	<b>Barista Skills</b>	<b>22</b>
<b>Appendix 1</b>	<b>Support materials</b>	<b>30</b>
<b>Appendix 2</b>	<b>Glossary of terms used in the unit</b>	<b>31</b>
<b>Appendix 3</b>	<b>The wider curriculum</b>	Error! Bookmark not defined.

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# 1 About this document

This document contains the information that centres need to offer the following international award:

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## **International Award in Barista Skills**

<b>City &amp; Guilds qualification number</b>	<b>7102-52</b>
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This document includes details and guidance on

- centre resource requirements
- candidate entry requirements
- information about links with, and progression to, other qualifications
- qualification standards and specifications
- assessment requirements.

This document should be used in conjunction with the *Centre guide - Delivering international qualifications (WP-UK-0015)*, which contains additional information and documentation required for this IVQ.

## 2 About the qualification

### 1.0 Aim of the qualification

This vocationally related qualification has been designed by City & Guilds in order to

- meet the needs of candidates who work or want to work as baristas in the hospitality sector
- allow candidates to learn, develop and practice the skills required for employment and/or career progression in the hospitality sector.

This qualification is

- developed from the City & Guilds Level 2 Award in Barista Skills (7102-02) which is accredited as part of the National Qualifications Framework of England, Wales and Northern Ireland (NQF) at Level 2.

## 0 About the qualification

### 2.0 The structure of the qualification

The following certificate will be awarded to successful candidates on successful completion of this qualification.

<b>City &amp; Guilds unit number</b>	<b>Unit title</b>	<b>Excluded combination of units (if any)</b>
002	Barista skills	n/a

## 2 About the qualification

### 3.0 Publications, sources of information and assistance

#### Related publications

City & Guilds provides the following documents specifically for this qualification:

Publication	Available from
Qualification handbook	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Assessment pack	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Answer pack	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Information sheet	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>

#### Other essential documents

There are other City & Guilds documents which contain general information on City & Guilds qualifications:

- **Centre guide – Delivering international qualifications (WP-UK-0015)**  
This guide contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve ‘approved centre’ status, or to offer a particular qualification.
- **International catalogue (CD-00-1112)**  
The international catalogue provides approved centres with details of general regulations, dated examinations, registration and certification procedures, and fees. This information is also available online.
- **International Handbook**  
Information on City & Guilds’ international portfolio of qualifications designed to help centres identify the right qualifications and levels for their learners. This brochure is also available to download from our website.
- **International Guide to Qualifications**  
Information on City & Guilds’ international portfolio of qualifications designed to help learners choose the right programme. This brochure is also available to download from our website.
- **Preparing projects and portfolios for international qualifications (FR-00-0008)**  
This guide contains useful general information for centre staff and for candidates.
- **Guide to the assessment of practical skills in international vocational qualifications (GP-00-0004)**  
This guide offers advice for centre staff on planning and conducting practical assessments for IVQs.

For the latest updates on our publications and details of how to obtain them and other City & Guilds resources, please refer to the City & Guilds website.

## City & Guilds websites

Website	Address	Purpose and content
City & Guilds' international website	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>	This is the main website for finding out about the City & Guilds group, accessing qualification information and publications.
SmartScreen	<a href="http://www.smartscreen.co.uk">www.smartscreen.co.uk</a>	SmartScreen is the City & Guilds online learning support website. It gives registered subscribers access to qualification-specific support materials.
Walled Garden	<a href="http://www.walled-garden.com">www.walled-garden.com</a>	The Walled Garden is a qualification administration portal for approved centres, enabling them to register candidates and claim certification online.

## Contacting City & Guilds by e-mail

The following e-mail addresses give direct access to our Customer Relations team.

e-mail	Query types
<a href="mailto:intcg@cityandguilds.com">intcg@cityandguilds.com</a>	International Customer Relations team: <ul style="list-style-type: none"><li>• all candidate enquiries</li><li>• centre enquiries relating to centre approval</li><li>• ordering publications.</li></ul>
<a href="mailto:intops@cityandguilds.com">intops@cityandguilds.com</a>	centre enquiries relating to: <ul style="list-style-type: none"><li>• entries</li><li>• results</li><li>• invoices</li><li>• examination materials.</li></ul>
<a href="mailto:walledgarden@cityandguilds.com">walledgarden@cityandguilds.com</a>	all enquiries relating to the Walled Garden, including: <ul style="list-style-type: none"><li>• setting up an account</li><li>• resetting passwords</li><li>• technical queries and problems.</li></ul>

## 3 Candidate entry and progression

### Entry requirements

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to be successful in gaining their qualification.

In particular, it is recommended that candidates have access to an espresso machine and grinder, or other equipment as necessary, in order to practice drinks production skills in their own time.

### Age restrictions and legal considerations

There are no age limits attached to candidates undertaking the qualification unless this is a legal requirement of the process or the environment.

### Progression

This qualification provides a number of opportunities for progression both within the City & Guilds framework of qualifications and those available in the country in which it is offered.

On completion of this qualification candidates may progress into employment or to the following City & Guilds qualifications:

- Certificate in Food and Beverage Service (7066-11)
- Diploma in Food and Beverage Service (7066-12)

A full list of qualifications offered by City & Guilds is available on our website, [www.cityandguilds.com](http://www.cityandguilds.com).

### Europass Certificate Supplement

A Europass Certificate Supplement is available for the City & Guilds International Award in Barista Skills.

The Certificate Supplement is part of a European initiative called Europass which aims at facilitating mobility by making it easier to understand skills and qualifications, especially outside the issuing country.

The Certificate Supplement can be used to help learners find a job, get experience or enrol in an education or training programme abroad. It may also assist employers to identify the best applicant to work for their organisation.

The Certificate Supplement sits alongside the official certificate and is supplied by the awarding body which develops the qualification.

For more information on Europass and to download the Certificate Supplement for free, please visit [www.cityandguilds.com/europass](http://www.cityandguilds.com/europass).

## 4 Centre requirements

### 1.0 Obtaining centre and qualification approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**.

This section provides an outline of the process of applying for approval.

Centres must meet a set of quality criteria including:

- provision of adequate resources, both physical and human
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process (CGI/CAP)**. Centres also need approval to offer a specific qualification. This is known as the **qualification approval process (GGI/QAP)**, (previously known as **programme approval**). In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for these particular qualifications.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Centre guide – Delivering international qualifications*, which is available from City & Guilds' international Branch Offices, the City & Guilds website or the International Customer Relations team in our London office.

In countries where City & Guilds has a Branch Office, support will be available for new centres. They will appoint an External Verifier. They will also provide details of fees applicable for approvals. The Branch Office will be the point of contact for all enquiries for these qualifications and will be responsible for monitoring the delivery and assessments through reports submitted by External Verifiers.

In all other countries, centres wishing to apply for centre or qualification approval should contact the Customer Relations Team in our London office.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds.

Further details of reasons for suspension and withdrawals, procedures and timescales, are contained in *Centre guide – Delivering international qualifications*.

# 0 Centre requirements

## 2.0 Resource requirements

### Physical resources

Centres must have access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the practical activities. It is acceptable for centres to use specially designated areas within a centre for the unit.

In particular, it is recommended that candidates have access to an espresso machine and grinder, and other equipment as necessary, in order to practice drinks production skills in their own time.

The equipment, systems and machinery must meet industrial standards and be capable of being used under normal working conditions, for example calibration and operation of equipment.

### Centres will need the following equipment to offer this qualification

#### Essential

It is essential that centres have this equipment in order to deliver the qualification:

Equipment	Guidance
Traditional espresso machine	–
Espresso grinder	–
Filter coffee machine	–
Source of boiling water	–
Electric juicer	This should be commercial or semi-commercial, eg a fruit to juice machine
Blender	This should be commercial, and have the capacity to crush ice
Barista kit	See below for details on the barista kit

#### Baristas Kit for centres

- Digital scales (capable of measuring 0.1 g increments)
- Latte jug/metal jug with spout (two sizes, eg 600ml and 1L size)
- Bell jug/traditional cappuccino jug (two sizes, eg 600ml and 1L size)
- 30ml shot glasses (x3)
- Tamper
- Shot timer
- Tamping mat
- Grinder brush/paintbrush
- Grouphead brush (x3)
- Backflush tablets/powder
- Blanking disk/blind filter
- Milk jug thermometers

## Desirable

This equipment is recommended, but is not essential for centres to deliver the qualification. However, operation, cleaning and maintenance of these machines is the key learning outcome:

Equipment	Guidance
Bean to cup (automatic)	Operation of this machine can be taught without access to the machine, eg by use of parts, such as milk head unit, or by visual aids
Bulk brewer	–
Visual bowl juice dispenser/post mix juice dispenser	–
Commercial water boiler	–
Chocolate machine (powder automatic)	Operation of this machine can be taught without access to the machine, eg by use of parts, such as hopper assembly and whipper unit, or by visual aids

## Centre staff

Staff delivering must satisfy the requirements for occupational expertise for this qualification. They should be technically competent in the areas for which they are delivering training and have experience of providing training.

Assessors, tutors and quality assurance staff should have the following skills and experience:

### Essential

- experience of making espresso-based drinks to a commercial standard
- experience with other beverages (filter coffee, experience of the full range of drinks and tea, chocolate, juice, smoothies and associated equipment)
- formal barista training at or above the level expected of the qualification
- understanding of problem solving related to barista drinks production (eg poor crema on espresso; poor milk texture on cappuccino and caffè latte; inappropriate vessel and accompaniments used; too weak, over boiled, layers, incorrect production time)
- evidence of experience of one to one and group training techniques.

### Desirable

- evidence of having worked as a barista in a commercial environment.

City & Guilds recommends that staff delivering the qualification should hold or be working towards units from the IVQ in Teaching, Training and Assessing Learning (1106) which are relevant to their role.

## Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge of the occupational area and of best practice in delivery, mentoring, assessment and verification remains current, and takes account of any national or legislative developments.

Further details of centre staff roles are provided under Section 2 Key Roles in *Centre guide – Delivering International Qualifications*.

## 4 Centre requirements

### 3.0 Registration and certification

#### Administration

Full details of City & Guilds' administrative procedures for this qualification are provided in the *International Catalogue (CD-00-1112)*, and online to City & Guilds approved centres via the Walled Garden. This information includes:

- registration procedures
- enrolment numbers
- fees
- entry for examinations
- claiming certification.

Centres should follow all guidance carefully, particularly noting that fees, registration and certification end dates for the qualification are subject to change.

Centres should be aware of time constraints regarding the registration and certification periods for the qualification, which are specified in the *International Catalogue*.

#### Results and Certification

The administrative arrangements for registering and certificating are clearly outlined in the *Centre guide – Delivering International Qualifications*.

After completion of assessment, all candidates will receive, via their centre, a **Notification of Candidate Results**, giving details of how they performed. It is not a certificate of achievement.

The Notification of Candidate Results and certificates will be issued by City & Guilds to the centre for award to successful candidates. Any enquiries about results and certification must be conducted through the candidate's centre.

Centres will also receive a consolidated results list detailing the performance of all candidates they enter, whether they are successful or not.

Further information about the issue of results and certification for centres is available online at **[www.cityandguilds.com](http://www.cityandguilds.com)** or by contacting your nearest City & Guilds office.

#### Full certificates

Full certificates are only issued to candidates who have met the full requirements of the qualification, as described in section 2.2 The structure of the qualification.

## 4 Centre requirements

### 4.0 Quality assurance

For this qualification international standards and rigorous quality assurance are maintained by use of:

- City & Guilds assignments, marked by the centre according to externally set marking criteria
- internal (centre) quality assurance
- City & Guilds external verification.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

City & Guilds' *Centre guide – Delivering International Qualifications* contains detailed guidance on:

- regulations and procedures for internal and external quality assurance
- roles and responsibilities of quality assurance staff.

#### Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

In order to fully support candidates, centres are required to retain copies of candidates' assessment and internal verification records for **three** years after certification.

#### Internal Verifiers

The role of the Internal Verifier (IV) is to liaise with City & Guilds and ensure that:

- there are adequate resources, both staff and materials
- each candidate undergoes an initial assessment and induction, leading to an agreed individual learning plan (ILP)/action plan
- the work of all personnel contributing to the delivery and assessment of the programme is sampled by a range of methods
- records of all sampling activities are monitored and maintained
- where several members of staff are involved in the delivery and assessment of the qualifications, there is a consistent interpretation of the requirements through standardisation activities and that these are documented
- all staff carrying out delivery and assessment are familiar with and understand the unit requirements
- an appropriate referral policy is in place
- candidate evidence is clearly organised and accessible to the External Verifier
- relevant records and pro formas are completed and maintained.

## **Tutors/Assessors**

The role of the Tutor/Assessor is to:

- plan, manage, deliver and assess the qualification
- devise a suitable programme for delivery and assessment for the mandatory and optional units
- ensure that each candidate is aware of the assessment requirements throughout their programme of learning
- provide guidance and support to candidates on the assessment and evidence requirements for each unit
- ensure that the assessment and evidence requirements have been met by the candidate
- observe delivered sessions or nominate a suitable observer, maintaining details of all nominated observers
- complete relevant records and pro formas.

## **External quality assurance**

External quality assurance for the qualification will be provided by the City & Guilds external verification process.

External Verifiers are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

To carry out their quality assurance role, External Verifiers must have appropriate occupational and verifying knowledge and expertise. They attend training and development designed to keep them up-to-date, facilitate standardisation between Verifiers and share good practice.

## **External Verifiers**

The role of the External Verifier is to:

- make approval visits/recommendations (where necessary) to confirm that centres can satisfy the approval criteria
- help centres to develop internal assessment and evidence evaluation systems that are fair, reliable, accessible and non-discriminatory
- ensure that Internal Verifiers are undertaking their duties satisfactorily
- monitor internal quality assurance systems and sampling, including direct observation, assessment activities, methods and records
- approve centre devised model answers to knowledge questions
- sample knowledge answers, reports and evidence requirements
- check claims for certification to ensure they are authentic, valid and supported by auditable records
- act as a source of advice and support to centres, including help with interpretation of standards
- promote best practice
- provide prompt, accurate and constructive feedback to all relevant parties on the operation of centres' assessment systems
- confirm that centres have implemented any corrective actions required
- report back to City & Guilds' head office or the relevant Branch Office
- maintain records of centre visits and make these available for auditing purposes.

## 5 Course design and delivery

### Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

In particular, staff should consider the skills and knowledge related to the content of the unit.

Provided that the requirements for the qualification are met, centres may design course programmes of study in any way that they feel best meets the needs and capabilities of their candidates. Centres may wish to include topics as part of the course programme, which will not be assessed through the qualification.

It is recommended that candidates have access to a grinder/espresso machine on which they can practice drinks production outside of the guided learning hours for this qualification.

### Relationship to other qualifications and wider curriculum

City & Guilds recommends centres address the wider curriculum, where appropriate, when designing and delivering the course.

Areas that centres should consider are:

- language skills
- literacy skills
- numeracy skills
- ICT skills
- professional values and practice
- relevant cultural, social, local, moral and spiritual issues.

### Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy. Further information is provided in the *Centre guide – Delivering international qualifications*. City & Guilds' equal opportunities policy is also available to download from the City & Guilds website.

### Access to assessment

City & Guilds provides guidance and regulations to facilitate fair access to assessments and qualifications for candidates who are eligible for adjustments to assessment arrangements. Access arrangements are designed to allow attainment to be demonstrated. For further information, please see *Access to assessment and qualifications*, available on the City & Guilds website.

## **Appeals**

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the Quality Assurance Co-ordinator and made available to the External Verifier or City & Guilds.

Further information on appeals is given in *Centre guide – Delivering International Qualifications*. There is also appeals information for centres and learners on the City & Guilds website or available from the Customer Relations department.

## **Health and safety**

Safe working practice is an integral part of all City & Guilds qualifications and assessments. It is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment the assessment must be stopped and the candidate advised of the reasons why. The candidate should be informed that they have failed the assessment. Candidates may retake the assessment at a later date, at the discretion of the centre. In any cases of doubt, guidance should be sought from the External Verifier.

## **Data protection and confidentiality**

Data protection and confidentiality must not be overlooked when planning the delivery of this qualification. Detailed guidance is provided in *Centre guide – Delivering international qualifications*.

Centres offering this qualification may need to provide City & Guilds with personal data for staff and candidates. In doing so, centres will need to comply with applicable local data protection laws and regulations.

## 6 Relationships to other qualifications

NQF Level*	QCA Original Level	City & Guilds qualifications	Other vocational awards	Academic qualifications (approximate equivalent)
8		Fellowship (FCGI)		Doctorate
7	5	Membership (MCGI) Master Professional Diploma SVQ/NVQ level 5 Level 5 vocational awards		Master's degree Postgraduate diploma Postgraduate certificate
6		Graduateship (GCGI) Associateship (ACGI)***		Bachelor's degree Graduate certificate and diploma
5	4	<b>IVQ</b> Advanced Technician Diploma** Full Technological Diploma**	BTEC Higher National Diploma / Higher National Certificate	Higher national diplomas Foundation degree Diplomas of higher and further education
4		Licentiate (LCGI) Higher Professional Diploma SVQ/NVQ level 4 Level 4 vocational awards		Certificate of Higher Education
3	3	SVQ/NVQ level 3 Level 3 vocational awards Advanced Apprenticeship (England and NI) Modern Apprenticeship (Scotland and Wales) <b>IVQ</b> Technician Diploma** <b>IVQ</b> Advanced Diploma**	Advanced Vocational Certificate in Education BTEC National Certificate / Diploma	A level Scottish Higher
2	2	SVQ/NVQ level 2 Level 2 vocational awards Apprenticeship (England and NI) Foundation Modern Apprenticeship (Wales) <b>IVQ</b> Technician Certificate** <b>IVQ</b> Diploma**	BTEC First Certificate	GCSE grades A*-C Scottish Intermediate 2/Credit S Grade
1	1	SVQ/NVQ level 1 Level 1 vocational awards <b>IVQ</b> Certificate**		GCSE grades D-G Scottish Intermediate 1/General S Grade
Entry	Entry	Entry level vocational awards		Scottish Access 3/Foundation S Grade Scottish Access 1-2

\* The National Qualifications Framework of England, Wales and Northern Ireland (NQF)

\*\* Nearest comparable level

\*\*\* Only graduates of the City & Guilds College, Imperial College of Science, Technology and Medicine are awarded the Associateship (ACGI)

## 7 Assessment

### 0.0 Summary of assessment requirements

For this qualification, candidates will be required to complete the following assessments:

- **one** assignment for the mandatory unit, including short answer questions.

<b>Unit number</b>	<b>Title</b>	<b>Assessment Method</b>	<b>Where to obtain assessment materials</b>
002	Barista skills	<p>Assignment</p> <p>The assessment covers the practical activities for all outcomes and will also use a short answer question test to sample underpinning knowledge to verify coverage of the unit.</p> <p>Externally set assignment and short answer questions, locally marked and externally verified.</p>	<p>Download Assessment Pack and Answer Pack from the website: <b><a href="http://www.cityandguilds.com">www.cityandguilds.com</a></b></p> <p>NB: these documents are password protected. Centres should follow the instructions on the webpage to obtain these passwords.</p>

# 0 Assessment

## Time constraints

The following time constraints must be applied to the assessment of this qualification.

- It is anticipated that the assignment (not including the short answer questions) should take approximately 30 minutes to complete, including set up and clean down.
- In particular the drinks production element of the practical task in the assignment should take no longer than 16 minutes to complete (this element of the task is timed, and candidates can gain marks for quicker drinks production). Centres finding that assignments are taking longer should contact the External Verifier for guidance.
- It is anticipated that the short answer questions which form part of the assessment will be sat separately. There is no time limit for these questions.

## Grading and marking

Assessments will be graded pass, merit or distinction.

Detailed marking and grading criteria, and assessor guidance, are provided in the Assessment Pack for this qualification.

The assignment is internally marked, graded and externally verified.

## Simulation

Part of the assignment for this qualification consists of a drinks service. Candidates are not expected to be assessed while serving real customers, but the assessment should be conducted in a way that simulates as closely as possible the delivery of a real drinks order.

The machinery used to assess practical activities must be of a commercial standard and be capable of being used under normal working conditions.

## Regulations for the conduct of examinations

Regulations for the conduct of examinations for online and written examinations are given in *Centre Guide – Delivering International Qualifications*. Centres should ensure they are familiar with all requirements prior to offering assessments.

### Rationale

This unit provides candidates with specialist skills and knowledge in one of the major growth areas of the hospitality industry – the beverage sector. The unit is aimed at all first line operatives where coffee is served – this includes coffee bars, coffee houses, cafes, hotels and restaurants.

Candidates will be introduced to the full range of products used in making beverages. They will learn where the products come from, and some of the processes they go through, from growing to the final drink. They will also learn the importance of taking care of the products in order to provide an excellent final result.

The unit also looks at the full range of equipment, identifies safety aspects and how to operate the equipment to deliver the desired drink quality. Candidates will bring together the knowledge and skills acquired to produce good quality drinks consistently. Candidates will be able to identify and correct problems as they arise.

The unit covers the importance of presenting a positive personal image and the use of effective communication techniques.

The unit is designed to be taken as a stand-alone qualification to increase specialist skills and knowledge, but it can also be taken alongside other qualifications.

### Learning outcomes

There are four outcomes to this unit. The candidate will be able to

- demonstrate product knowledge
- clean and check equipment
- display drink building techniques
- serve customers.

### Guided learning hours

City & Guilds defines guided learning hours (GLH) as the amount of contact time, including assessment, which is likely to be required for a candidate to complete all the knowledge and practical requirements for the qualification for which he or she is studying. Additional time may be required by candidates for self study, research and unsupervised practice.

It is recommended 20 GLH should be allocated for this unit. This may be on a full time or part time basis. It is strongly recommended that candidates new to producing espresso-based drinks spend time outside these hours practising their skills under supervision of their manager/supervisor.

### Assessment and grading

The outcomes for this unit will be assessed on the basis of evidence produced as a result of the candidate completing a practical assignment and a short answer question test.

The method of assessment is designed to enable the candidates to produce the evidence to meet the requirements of the outcomes. The time required for candidates to meet the outcomes of the unit will vary according to their abilities, motivation, prior experience and access to learning resources. It is recommended that candidates are given access to working practice in industry wherever possible and any such access must be in compliance with the relevant health, hygiene, safety and company regulations. In particular, candidates should have access to an espresso machine/grinder on which they can practise drinks production outside of the guided learning hours for this qualification.

## Unit 002      Barista skills

### Outcome 1      Demonstrate product knowledge

#### Practical skills

The candidate will be able to:

- 1      Outline **characteristics** of the product to customers
- 2      Deal with customer queries effectively
- 3      Handle and store **products and ingredients** correctly and safely

#### Underpinning knowledge

The candidate will be able to:

- 1      Describe the **origin** and flavour of **products and ingredients**
- 2      Describe the **processes** involved in bringing the **products** to the market
- 3      Explain how **processes** may affect the quality of **products and ingredients**
- 4      Compare **characteristics** of **products**
- 5      Describe **how to store and handle** products and ingredients

#### Range

##### Characteristics

Flavour and visual characteristics in coffee, tea and chocolate of different varieties, origin and processing methods, flavour and performance characteristics of different milk varieties, fruits added to juices and smoothies, shelf life, both packaged and after first opening, potential food allergies

##### Products and ingredients

Coffee, tea, infusions, juices, fruit and ingredients for smoothies, chocolate, milk, cream, syrups, soya milk and other non-dairy milk, cinnamon powder

##### Origin

Countries of origin, growing, picking, releasing, preparing for export, wet and dry process (coffee bean extraction)

##### Processes

Decaffeination, roasting, packaging

##### How to store and handle

Storage, use by dates, sell by date, display merchandising

## Unit 002

## Barista skills

### Outcome 2

### Clean and check equipment

#### Practical skills

The candidate will be able to:

- 1 Check and clean **equipment** before use
- 2 Check and clean **equipment** after use
- 3 Dispose of waste safely and hygienically

#### Underpinning knowledge

The candidate will be able to:

- 1 Identify the range of **equipment** available for each **product**
- 2 Explain the **brewing/production process** relevant to **equipment**
- 3 Describe the checks required for each piece of equipment, including the frequency
- 4 Explain the **cleaning process** for each piece of **equipment**
- 5 Explain how **common faults** might occur with each piece of **equipment**
- 6 Describe the **actions** to take for each **common fault**
- 7 State the **importance of leaving areas clean, tidy and safe**
- 8 Outline **methods of dealing with waste and rubbish**
- 9 State the main **employer responsibilities** and **employee responsibilities** as stated in the appropriate local and national legislation

#### Range

##### Equipment

Espresso grinder, espresso machine, filter brewer, bean-to-cup or fully automated machine, boiler, blender, juicer, chocolate machines, filters, filter holders, juice machine, barista kit, gas charged whipped cream dispenser

##### Product

Coffee, tea, juices, smoothies, chocolate, milk

##### Brewing/production process

Filter coffee/drip machine – making with filter papers and brew basket

Cafetiere coffee/French press – type of grind, amount of coffee, brewing time

Espresso coffee – temperature, grind, tamping and volume

Tea – water temperature, brewing time

Chocolate – product mixture requirements, whipping

Juice – product temperature, dilution ratio, fresh versus ambient product

Smoothies – product temperature, mixing

##### Cleaning process

Backflushing, cleaning group seals, general cleaning

**Common faults**

Blocked showers or steam wands, pressure problems, temperature/steam problems, leaks, filter, steamer arm, contamination/blockage

**Actions**

Cleaning, informing qualified engineers

**Importance of leaving areas clean, tidy and safe**

Health and safety requirement, public image, product quality, professionalism, better management of busy periods

**Methods of dealing with waste and rubbish**

Following organisation and manufacturers' guidelines, use of knock-out drawer

**Employer responsibilities**

As per local and national legislation

**Employee responsibilities**

As per local and national legislation

## Unit 002

## Barista skills

### Outcome 3

### Display drink building techniques

#### Practical skills

The candidate will be able to:

- 1 Calibrate pieces of **equipment** as necessary
- 2 Operate pieces of **equipment** to produce the drink required
- 3 Check drink meets **quality standards** and correct as necessary

#### Underpinning knowledge

The candidate will be able to:

- 1 Outline the **calibration and operation of equipment**
- 2 List the **drinking vessels and ancillaries** required for drinks
- 3 Describe the **quality characteristics** for the range of drinks
- 4 Outline the reasons for professional, methodical, organised and clean working practices
- 5 Explain how to correct **common presentation problems** for the range of drinks

#### Range

##### Equipment

Espresso grinder, espresso machine, filter brewer, bean-to-cup or fully automated machine, boiler, blender, juicer, chocolate machines, filters, filter holders, juice machine, barista kit, gas charged whipped cream dispenser

##### Quality standards/quality characteristics

Flavour, appearance

##### Calibration and operation of equipment

Calibration of grinder to produce optimum espresso shot, calibration of espresso machine (water quantity and temperature), foaming and texturing milk, producing filter and cafetiere coffee, operating a bar blender and juicer, following manufacturers' instructions, complying with health and safety regulations, using measured quantities

##### Drinking vessels and ancillaries

Cups, mugs, glasses as appropriate to each drink, barista equipment (tamper, jugs, thermometers), kitchen equipment

##### Common presentation problems

Poor crema on espresso, poor milk texture on cappuccino and caffè latte, inappropriate vessel and accompaniments used, too weak, over boiled, layers, incorrect production time

## Unit 002      Barista skills

### Outcome 4      Serve customers

#### Practical skills

The candidate will be able to:

- 1      Present a positive **personal image**
- 2      Use appropriate **communication techniques** with customers
- 3      Serve customers in an efficient manner
- 4      Ensure service is completed appropriately and satisfactorily

#### Underpinning knowledge

The candidate will be able to:

- 1      Outline the **benefits** to organisations of providing excellent customer service
- 2      Explain the **consequences** of poor customer service
- 3      Describe the **personal appearance and presentation** required for service
- 4      Describe positive **body language techniques**
- 5      Explain how to make a customer feel welcome
- 6      Outline organisational **procedures for handling customer complaints**
- 7      Explain the importance of **listening skills** when handling customer complaints
- 8      Outline organisational **procedures for processing transactions**
- 9      State different **payment methods**

#### Range

##### Personal image

Appearance and presentation, body language, professional manner, showing integrity, maintaining confidentiality, trustworthiness, loyalty to customer, supporting colleagues, loyalty to the organisation

##### Communication techniques

Verbal communication – clear speech including menus and drinks, appropriate tone, language, volume

##### Benefits

Customer satisfaction, repeat business, word of mouth publicity, increased sales, increased company profits, increased staff morale, increased staff satisfaction

##### Consequences

Dissatisfaction, no repeat business, decreased sales, decreased staff morale, decreased staff satisfaction

##### Personal appearance and presentation

Appropriate clothing, grooming, personal hygiene

**Body language techniques**

Posture, gestures, mannerisms, eye contact, facial expressions

**Procedures for handling customer complaints**

Acknowledging problem, listen to the customer, confirm next action, follow up, confirmation of customer satisfaction

**Listening skills**

Active listening, passive listening, summarising, paraphrasing

**Procedures for processing transactions**

Communicate amount due, agree payment method, take payment, give receipt, answer queries

**Payment methods**

Cash, cheque, debit card, credit card, store/loyalty card, voucher, travellers' cheques

## Unit 002 Barista Skills

### Notes for guidance

It should be recognised that those working towards the International Award in Barista Skills may fall in to several brackets. They may already be doing a related qualification such as the City & Guilds Certificate or Diploma in Food and Beverage Service (7066), and may see this as a benefit to add onto the existing qualification. Equally those already in the industry should have the ability to be recognised for the skills they have gained.

Whatever path a candidate takes, it is important that they are aware of the level of commitment required to become a successful barista. It should be made clear that professional standards are essential and that demonstrating good practice and behavioural attitudes are vital for anyone looking for a career within this sector. Good attendance and punctuality should reflect the expectations of employers. Successful teamwork will depend on the efforts of each individual.

It is intended that candidates will obtain a well-rounded comprehensive education and training in barista skills. This will include learning and understanding of products, cleaning and checking equipment, producing non-alcoholic beverages and dealing with all customer queries. This means that candidates will be able to serve customers whilst ensuring orders are accurate and meet the request given. The candidate will learn to multi-task which will enhance future career progression both inside and outside the organisation.

Most of these skills will be learned in training areas, but to underpin delivery and give the candidate the best chance of successfully completing this unit, practical activities should take place in realistic working conditions.

Practical work experience will be of benefit for candidates to demonstrate their abilities in a real life environment and build their confidence and speed of service. Equally guest speakers from local employers and visits to local coffee bars, restaurants, hotels and conference centres should be encouraged to ensure teaching and learning is in line with industry standards.

In order to prepare candidates for the practical assignment it is essential that all the range statements listed in the unit are covered throughout the teaching process. It is recommended that the assessor refer to the assessment grid contained in the assessment pack for the range of beverages to be produced.

## Appendix 1      Support materials

The following websites may provide a useful source for research of industry bodies:

### Websites

Beverage Service Association	<a href="http://www.beverageserviceassociation.com">www.beverageserviceassociation.com</a>
World Coffee Organisation	<a href="http://www.positivelycoffee.org">www.positivelycoffee.org</a>
Specialty Coffee Association of Europe	<a href="http://www.scae.com">www.scae.com</a>
International Coffee Organisation	<a href="http://www.ico.org">www.ico.org</a>
The Tea Council	<a href="http://www.tea.co.uk">www.tea.co.uk</a>
The Biscuit, Cake, Chocolate and Confectionary Association	<a href="http://www.bccca.org.uk">www.bccca.org.uk</a>
The British Soft Drinks Association	<a href="http://www.britishsoftdrinks.com">www.britishsoftdrinks.com</a>

## Appendix 2 Glossary of terms used in the unit

The following key words and terms are used in the units.

<b>Term</b>	<b>Definition</b>
Barista	A trained individual who is capable of producing, presenting and serving a full range of non-alcoholic hot and cold beverages.
Calibration	The adjustment of machinery to determine the exact measurement, quantity, volume of liquid, temperature and time of extraction production to ensure the optimum quality. Principally refers to coffee grinders and coffee machines (espresso sets).
Bean-to-cup / fully automated machine	A fully automatic machine that grinds, tamps, produces espresso, foams the milk, and produces a complete drink on the press of a pre-programmed button.

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