

Award in Barista Skills at SCQF Level 5 (7903 - 05)

Qualification handbook



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www.cityandguilds.com
February 2020
Version 1.0

City & Guilds
Skills for a brighter future



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1 Introduction to the qualification

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

Qualification title and level	Award in Barista Skills at SCQF Level 5
GLH	20
City & Guilds qualification number	7093-05

This qualification provides learners 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.

Qualification structure

To achieve the Award in Barista Skills at Level 5, learners must achieve the mandatory unit, a total of 2 credits.

City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Unit level	Credit value	Guided learning hours
Unit 201	Baristaskills	Mandatory	5	2	20

Opportunities for progression

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

- SVQ in Food and Beverage Service at SCQF Level 5 (7090-22)

Qualification support materials

City & Guilds also provides the following publications and resources specifically for this qualification:

Description	How to access
Assessment pack for centres	www.cityandguilds.com

2 Centre requirements

This section outlines the approval processes for Centres to offer this qualification and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff.

Approval

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the City & Guilds Centre Manual for further information.

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

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	–
Grinder	–
Filter 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 0.1g increments)
- Latte jug (two sizes, eg 600ml and 1l size)
- Bell 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 ur 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

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 cafe 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.

Assessors and Internal Quality Assurers

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

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 into account any national or legislative developments.

Learner entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

3 Course design and delivery

Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Recommended delivery strategies

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

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

4 Assessment

Summary of assessment methods

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

- **one practical** assignment for the mandatory unit

5 Units

Availability of units

The unit for this qualification follows.

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- City & Guilds reference number
- title
- SCQF level
- credit value
- unit aim
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

Summary of units

City & Guilds unit number	Title	Credits	Guided learning hours
201	Barista skills	2	20

Unit 201

Barista Skills

Level: SCQF 5

Credit 2

value:

Unit aims

The aim of this unit is to provide the learner with the knowledge and skills to produce good quality drinks consistently and identify and correct problems as they arise. They will also learn the importance of presenting a positive personal image and the use of effective communication techniques.

Learning outcomes

There are four learning outcomes to this unit. The learner will:

- 1 Be able to demonstrate product knowledge
- 2 Be able to clean and check equipment
- 3 Be able to display drink building techniques
- 4 Be able to serve customers

Guided learning hours

It is recommended that **20** hours should be allocated for this unit. This may be on a full-time or part-time basis.

Assessment and grading

This unit will be assessed by an assignment covering practical skills and underpinning knowledge.

Unit 201

Barista Skills

Outcome 1

Be able to demonstrate product knowledge

Practical skills

The learner can

- 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 learner can

- 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

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 201

Barista skills

Outcome 2

Be able to clean and check equipment

Practical skills

The learner can

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

Underpinning knowledge

The learner can:

- 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 Health and Safety at Work Act and Food Hygiene Act

Range

Equipment

Grinder, espresso machine, filter brewer, bean to cup 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– making with filter papers and brew basket

Cafetiere coffee – 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

Written Health and Safety policy to provide and maintain a safe and healthy working environment, to obtain an annual insurance check on pressure tank in espresso machine

Employee responsibilities

To act in a way that does not put themselves or others at risk, to report anything that may endanger themselves or others

Unit 201

Barista skills

Outcome 3

Be able to display drink building techniques

Practical skills

The learner can:

- 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 learner can:

- 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

Grinder, espresso machine, filter brewer, bean to cup 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 cafe latte, inappropriate vessel and accompaniments used, too weak, over boiled, layers, incorrect production time

Unit 201 Barista skills

Outcome 4 Be able to serve customers

Practical skills

The learner can:

- 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 learner can:

- 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

Appendix 1 Relationships to other qualifications

Links to other qualifications and frameworks

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

This qualification has connections to the:

- SVQ in Food and Beverage Service at SCQF Level 5.

Core Skills

The qualification provides opportunities to gather evidence for the accreditation of core skills as shown in the table below. However, to gain core skills they would need to be taken as an additional qualification and evidence will need to be separately assessed and must meet the relevant standard.

Workplace Core Skills assessment

Where candidates require separate Core Skills certification to build or plug gaps in their Profile, Workplace Core Skills units can be undertaken alongside this qualification.

The table below identifies potential opportunities for gathering evidence for the Workplace Core Skills evidence. The unit specifications and assessment recording documents can be obtained from www.cityandguilds.com/coreskills.

City & Guilds unit number and title	Communication	Numeracy	Information and Communication Technology
7093-201 Barista Skills	✓	✓	✓

City & Guilds unit number and title	Working with Others	Problem Solving
7093-201 Barista Skills	✓	✓

Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

City & Guilds Centre Manual 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, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information on such things as:

Walled Garden: how to register and certificate candidates on line

Events: dates and information on the latest Centre events

Online assessment: how to register for e-assessments.

Centre Guide – Delivering International Qualifications 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.

Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Linking to this document from web pages

We regularly update the name of documents on our website, therefore in order to prevent broken links we recommend that you link to our web page that the document resides upon, rather than linking to the document itself.

Useful contacts

UK learners General qualification information	E: learnersupport@cityandguilds.com
International learners General qualification information	E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	E: walledgarden@cityandguilds.com
Employer Employer solutions including, Employer Recognition Endorsement, Accreditation and Quality Mark, Consultancy, Mapping and Specialist Training Delivery	E: business@cityandguilds.com

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