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# Qualification Specification

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**CTH Level 2 Award in Barista Skills**

**March 2023**

**QAN: 610/0242/2**



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# 1. Introduction

## Overview

The objective of this Qualification Specification is to provide an overview of the **CTH Level 2 Award in Barista Skills** qualification.

This document includes the aim, size, structure and content including learning outcomes and assessment criteria for each unit, together with a sample assessment.

There is guidance relating to the centre approval, delivery and assessment requirements for this qualification, and details of grading criteria and the grading of units.

Further details regarding this qualification are available from CTH and contained within the more comprehensive Delivery and Assessment Handbook.

## Purpose of the Qualification

The purpose is to provide a qualification that:

- meets the needs of learners who work or want to work as barista staff in the hospitality sector.
- provides a practical award that complements learners' industry experience.
- enables learners to gain credits towards higher education.
- provides for an effective academic progression route.
- enables learners to develop barista skills that can be applied in a vocational context and may be required for employment.
- enables learners to progress within the hospitality industry.

## Access and Entry Requirements

The entry requirements below are intended for guidance only as applicants may apply with a wide variety of backgrounds and qualifications.

Approved CTH Centres are responsible for ensuring learners meet the recommended admission requirements below, prior to admission and enrolment, and are deemed able to fulfil the demands of the course and successfully complete the qualification.

CTH would also expect approved Centres to undertake an initial assessment of each learner prior to the start of their programme to ensure they are able to provide the learner with any necessary additional support.

Requirements		Recommended Admission Requirements
<b>All Learners</b>	✓ <b>Minimum Age</b>	16 at enrolment.
	✓ <b>English Language</b>	All learners without English as a first language must hold at least IELTS 4.5 or other evidence of competence in English at this level.  The course is taught in English and assessed by practical and written examinations in the English language.
	✓ <b>Education</b>	This is an open access qualification with admission at the discretion of approved CTH Centres for learners they consider able to successfully complete the qualification.  However, all learners should have completed full time secondary education up to age 16, and it is expected that most will have achieved a recognised qualification at Level 2 in some subjects (UK GCSE level or overseas equivalent).
	✓ <b>Technology</b>	Learners will need a computer or laptop with the internet for taking the MCQ test.  Learners must agree to being recorded whilst taking the online assessment.

## Qualification or Membership Registration

Centres must register learners as CTH Members at the start of the course.

## 2. Centre Approval Requirements

- ✓ Centre Approval Application & Approval Meeting
- ✓ Teaching Rooms & Facilities
- ✓ Centre Staffing
- ✓ Continuing Professional Development

### Centre Approval

Prospective Centres should apply to become an approved CTH Centre in order to deliver this qualification. Please see the 'About CTH' page at the end of this specification for advice on the CTH approval process or if you wish to discuss your curriculum requirements.

The CTH Approval Committee will consider applications from centres against a set of criteria, including the availability of suitable teaching accommodation and staffing, experience of delivering qualifications at a similar level and evidence of expertise in academically-related areas, including planning the delivery of courses leading to regulated qualifications, quality assurance and preventing malpractice and maladministration. An online video conversation with CTH academic and quality staff will form part of the initial approval application process.

### Teaching Rooms & Facilities

In order to be approved to deliver this qualification, centres must have suitable teaching rooms and facilities. Accommodation and equipment used for the delivery of the qualification must comply with the relevant legislation relating to Health & Safety.

It is mandatory that centres also have suitable equipment summarised below, which must be available to learners during timetabled hours for demonstrations, practice, formative testing and final observed assessments. Approval to deliver the qualification will depend on evidence of the availability of these facilities.

The approved Centre should ideally also provide an appropriate area and facilities for learner relaxation and recreation.

Equipment Summary	
<b>Baristas Kit for Centres</b>	<ul style="list-style-type: none"> <li>• Espresso Machine.</li> <li>• Grinder.</li> <li>• Filter Machine.</li> <li>• Aeropress, Moka Pot.</li> <li>• Percolator.</li> <li>• Cafetiere.</li> <li>• Whipped Cream Dispenser.</li> <li>• Thermometers.</li> <li>• Fridge.</li> <li>• Freezer.</li> <li>• Cerve (ibrik).</li> </ul>
<b>Barista Equipment</b>	<ul style="list-style-type: none"> <li>• Digital scales (capable of measuring 0.1g increments).</li> <li>• Latte jug (two sizes, e.g. 600ml and 1litre size).</li> <li>• Bell jug (two sizes, e.g. 600ml and 1l size).</li> <li>• 30ml shot glasses (x3).</li> <li>• Tamper.</li> <li>• Shot timer.</li> <li>• Tamping mat.</li> <li>• Grinder brush / paintbrush.</li> <li>• Group head brush (x3).</li> <li>• Backflush tablets / powder.</li> <li>• Blanking disk / blind filter.</li> <li>• Milk jug thermometers.</li> </ul>
<b>Service Equipment for Serving a Range of Coffee Based Drinks</b>	<ul style="list-style-type: none"> <li>• Coffee cups.</li> <li>• Demi-tasse cups.</li> <li>• Glass- Cappuccino.</li> <li>• Conic.</li> <li>• Oslo Geo Tall coffee.</li> <li>• Tazzine Oslo.</li> <li>• Irish coffee.</li> <li>• Double walled.</li> <li>• Spoons, saucers, milk jugs, sugar bowls.</li> </ul>

## Centre Staffing

Staff delivering this qualification must be able to demonstrate that they meet the following requirements:

- be occupationally competent or technically knowledgeable in the area for which they are teaching.
- have recent relevant experience in the specific area that they will be assessing or verifying.
- hold a teaching qualification as well as a relevant degree.

CTH will review the CVs of all teaching staff when a potential Centre seeks approval to deliver the qualification. Centres must appoint an Internal Verifier (IV) and have a named quality insurance lead.

## **Continuing Professional Development**

Centres must support their staff to ensure that they have current knowledge of the occupational area, and that delivery, assessment and internal verification is in line with current good practice and takes into consideration relevant international regulatory requirements.

# **3. CTH Support**

## **CTH Delivery and Assessment Handbook**

Centres approved to deliver this qualification will be provided with a comprehensive Delivery and Assessment Handbook designed for the qualification delivery team of teaching staff, quality assurance staff and administrators.

## **CTH Workshops**

New CTH centres are offered a short induction session (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

CTH also offers training for teaching staff who may be delivering a unit for the first time.

## **CTH Members Website and Resources**

The CTH Members website resource is available for both Centre teaching staff and learners and contains a wealth of resources. Learners can access our online resource library including relevant e-books and journals from EBSCO.

Please note that if any instructional material is provided by CTH, this should be used by teaching staff to support learning aims and should therefore be seen as a guide to support their practice.

## 4. Qualification Size & Level

The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England. The **CTH Level 2 Award in Barista Skills** is a vocationally related qualification on the Ofqual Regulated Qualification Framework (RQF), and adheres to the regulations set out in the Ofqual Handbook. Ofqual regulated qualifications are recognised and trusted by parents, employers and educational establishments globally due to the stringent controls and quality assurance requirements Ofqual places on awarding organisations, qualifications and approved delivery centres.

### Qualification Size

The qualification is designed to be delivered in **40** hours of TQT (Total Qualification Time) of which **25** are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a learner to achieve a qualification.

### Definitions

- **Guided Learning Hours – GLH**  
This is the amount of time the average learner is expected to spend in supervised learning and practice, but may vary by learner.
- **Total Qualification Time – TQT**  
TQT is made up of Guided Learning Hours, plus all other time taken in preparation, study or any form of participation in education and training, but not under the direct supervision of a lecturer or centre marker.

### The following activities are indicative of those included in TQT:

- Guided Learning (GLH) when the lecturer is present, e.g. formal classes, lectures, seminars, tutorials, supervised assessment such as exams or observed practice.
- Independent and unsupervised learning or research.
- Unsupervised coursework or directed activity.
- Watching pre-recorded webinars or podcasts.
- Work placement, self-study, visits to hospitality or tourism outlets, revision and time spent on written assignments.

Learners completing this qualification should be able to demonstrate their ability as independent learners.



## Qualification Level

This qualification is at level 2 on the Regulated Qualifications Framework in England (RQF).

CTH qualifications comply with level descriptors set by Ofqual, which are divided into two categories:

- Knowledge and understanding.
- Skills.

The descriptors below set out the generic knowledge and skills associated with the typical holder of a qualification at that level.

<b>Level 2 Knowledge descriptor:</b>	<b>Level 2 Skills descriptor:</b>
<b>The holder...</b>	<b>The holder can...</b>
<ul style="list-style-type: none"><li>• has knowledge and understanding of facts, procedures, and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.</li><li>• can interpret relevant information and ideas.</li><li>• is aware of a range of information that is relevant to the area of study or work.</li></ul>	<ul style="list-style-type: none"><li>• select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.</li><li>• identify, gather, and use relevant information to inform actions.</li><li>• identify how effective actions have been.</li></ul>

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## 5. Qualification Structure

The qualification, units and TQT for the CTH Level 2 Award in Barista Skills are set out in the following table. Further details of each unit are included later in the specification.

CTH Level 2 Award in Barista Skills					
Learners must achieve one unit, providing 4 credits at level 2.					
<b>Credit Value (CV):</b> 4			<b>QAN:</b> 610/0242/2		
<b>Guided Learning Hours (GLH) for Qualification:</b> 25			<b>Total Qualification Time (TQT) for Qualification:</b> 40		
Mandatory Unit					
Unit Code	Unit Title	L	CV	GLH	Assessment Method
2BSK	Barista Skills	2	4	25	One practical assessment, plus one multiple choice test
<b>Award Total (1 unit)</b>			<b>4</b>	<b>25</b>	

This qualification provides for progression to other qualifications, particularly to CTH's qualifications at Level 3. Further details can be obtained via the CTH website at: <http://www.cthawards.com>

## 6. Qualification Grading Criteria

The qualification is graded as either Fail, Pass, Merit or Distinction. Learners will receive a transcript of their results showing the grade for the unit successfully completed. The overall grade for the qualification will be based on the grade achieved in the Practical Assessment only, and learners will receive the e-Certificate showing either Pass, Merit or Distinction.

CTH operates the following grading scheme in respect of this qualification:

### 1. Assessments undertaken through **multiple choice test**:

Level 2	
<b>FAIL</b> 0% to 74%	<b>PASS</b> 75% +
<p><b>Learners who fail:</b></p> <ul style="list-style-type: none"> <li>do not meet the requirements of the assessment criteria and learning outcomes of the unit.</li> </ul>	<p><b>To achieve a Pass grade, learners must:</b></p> <ul style="list-style-type: none"> <li>meet the requirements of the assessment criteria and learning outcomes.</li> <li>demonstrate a level of understanding of key issues in the area of study.</li> </ul>

### 2. Assessments undertaken through the **practical assessment**:

FAIL	PASS	MERIT	DISTINCTION
Insufficient for performance requirements.	Is adequate for effective performance.	Is more than adequate for effective performance and consistently demonstrated better than average level of performance.	Ensures extremely effective performance and surpassed expectations.

# 7. Qualification Assessment

## Assessment Opportunities

The scheduling of the practical assessment AND the multiple-choice test may be scheduled by the Centre for registered learners, provided 3 weeks' notice is given to CTH.

## Assessment Methods

Assessment of learners' work will be carried out by a multiple-choice test and a practical assessment. Learners' work will be measured against the specified learning outcomes and assessment criteria of the unit.

See Section 9 for specimen assessment material applicable to this qualification.

## Assessment Responsibilities

CTH is responsible for:

- processing registrations and payments prior to issuing access details for assessments.

Multiple Choice Test:

- providing to all learners detailed instructions and requirements for sitting online assessments, including the remote invigilation system in place. The web-based system will monitor the learners whilst taking the MCQ test.
- writing the examination questions which will cover the assessment criteria.
- After the MCQ test, the system automatically generates provisional test results, using marking specifications from CTH. These provisional results are made available to learners immediately after completion of the assessment.
- The CTH system records both the sound and video of learners whilst taking online assessments.
- carrying out moderation for all examinations, and as a consequence may adjust results.

Practical Examination:

- producing all assessment briefs and mark sheets, and making these available to centres.

CTH Exam Board will review all results and moderation before final results are issued in the form of e-Certificates.

**Centres must:**

- ensure all CTH assessment registration fees are paid in full prior to the exam session.
- ensure that all learners have government issued photographic identity documents before enrolment, which must include their date of birth. Acceptable documents include passport, driving licence or identity card. This must be available for verification at the start of each assessment.
- prepare learners for examinations via worked questions in class and mock exams.
- contact CTH to arrange the practical assessment and the MCQ test.
- send assessment evidence to CTH electronically via SharePoint.
- mark and internally verify\* the practical assessments using the mark sheets and mark scheme provided by CTH.

**\*Internal Verification**

An internal verifier (IV) is a designated person, internal to the centre, who has responsibility for verifying and signing off the assessment outcomes and providing feedback to the assessors. They should have a good understanding of the units/qualifications being assessed.

The Centre internal verifier assures the quality of the assessment process within the Centre. Internal verifiers must sample assessment decisions using a sampling plan, which takes into account a risk assessment which has been conducted as part of the centre's internal QA strategy.

Internal verifiers should also plan the observation of centre markers during any practical assessments, especially to support new centre markers, and provide constructive feedback.

**External Moderation**

CTH carries out post-exam moderation and checks by reviewing a sample of exam recordings for each centre. This includes checks on learner identity, and investigation of any suspected malpractice or other academic dishonesty.

The CTH Exam Board will review the results including marks adjusted following moderation. The Exam Board will consider reports, and further adjustments may be made before final marks are agreed and issued, in the form of e-certificates.

# 8. Qualification Unit

Barista Skills		2BSK
<b>Unit Purpose and Aim(s)</b>	The aim of this unit is to provide learners with the knowledge and practical skills required for a barista. The learner will learn about the main ingredients used to produce a range of coffee. The learner will be able to explain the importance of customer service skills in the service of drinks.	
<b>Unit Level: 2</b>	<b>Guided Learning Hours (GLH):</b> 25 Hours	<b>Credit Value:</b> 4 Credits
<b>Unit Assessment is by:</b>	One practical assessment, plus one multiple choice test.	
<b>Learning Outcome 1</b>	Understand the history of coffee; production brewing methods of coffee and food compatibility.	
<b>Assessment Criteria</b>		
<ul style="list-style-type: none"> <li>1.1 Describe the types of popular coffee available and the country of origin.</li> <li>1.2 Describe the history and the production methods of coffee.</li> <li>1.3 Explain the common descriptions that can be used to describe coffee to customers.</li> <li>1.4 Describe complimentary food items to serve with coffee and the factors determining coffee and food compatibility.</li> <li>1.5 Describe the main brewing methods for coffee.</li> <li>1.6 Describe the importance of water in the brewing process.</li> <li>1.7 Explain storage methods for the optimum quality of coffee.</li> </ul>		
<b>Learning Outcome 2</b>	Understand how to organise the coffee workstation including preparing, using and cleaning equipment and maximising the use of ingredients.	
<b>Assessment Criteria</b>		
<ul style="list-style-type: none"> <li>2.1 Identify the features of an espresso machine and how it is used to make different types of coffee.</li> <li>2.2 Demonstrate the correct use of equipment required to make different types of coffee and check equipment before use.</li> <li>2.3 Demonstrate the process of calibration of the grinder to obtain the optimum coffee grind.</li> <li>2.4 Prepare ingredients to create a range of coffee using a variety of equipment.</li> <li>2.5 Prepare service equipment ready to present coffee in the correct way.</li> <li>2.6 State common equipment faults.</li> <li>2.7 Demonstrate the cleaning process of espresso machine after use.</li> </ul>		



**Learning Outcome 3**

Demonstrate how to make and serve different types of coffee-based drinks.

**Assessment Criteria**

- 3.1 Demonstrate how to operate the equipment to produce different types of coffee.
- 3.2 Demonstrate correct brewing process for different types of coffee.
- 3.3 Choose the correct service equipment to present different types of coffee.
- 3.4 Demonstrate how to use ingredients to create different types of coffee.
- 3.5 Demonstrate how to correctly texture milk for hot drinks.
- 3.6 Present different types of coffee to the expected standard using the correct service equipment.
- 3.7 Demonstrate how to comply with counter service requirements.
- 3.8 Dispose of waste safely and hygienically as required.

**Learning Outcome 4**

Understand the importance of excellent customer service in the service of coffee-based drinks.

**Assessment Criteria**

- 4.1 Explain the importance of excellent customer service for the business and the customer.
- 4.2 Describe the key characteristics required by service staff in order to provide excellent customer service.
- 4.3 Explain how excellent communication skills are demonstrated.
- 4.4 Describe why good teamwork is important to excellent customer service.
- 4.5 Explain how to deal with customer issues and unexpected situations.

# 9. Sample Assessment

## MCQ Test

Question 1	<p>Coffee beans grow quickly, how long does it take from planting the coffee in the nursery into production?</p> <p>a. 1 – 3 months. b. 3 – 6 months. c. 6 – 12 months. d. 12 – 18 months.</p>	1 mark
Question 2	<p>The spread of coffee drinks is believed to have reached Europe in?</p> <p>a. 1500. b. 1600. c. 1700. d. 1800.</p>	1 mark
Question 3	<p>One of the <b>main</b> drivers to increase sales used by modern coffee companies is the focus on?</p> <p>a. Where the coffee comes from. b. Serving coffee for breakfast. c. Introducing coffee to young people. d. The brewing methods coffee.</p>	1 mark
Question 4	<p>Which one of the following is the term used to describe the amount of liquid to a fixed weight of coffee?</p> <p>a. Brew ration. b. Dialling in. c. Overextraction. d. Underextraction.</p>	1 mark



# 10. About CTH

CTH, the Confederation of Tourism & Hospitality, is an Ofqual recognised Awarding Organisation established in 1982 specialising in gold standard qualifications for the hospitality, culinary, travel and tourism sectors.

CTH employs specialist staff with experience in these industries and links to current industry partners, as well as education or training experience. They are available to discuss your curriculum requirements or queries concerning this qualification.

In addition to our existing portfolio of qualifications currently available (included in Ofqual's Register of Regulated Qualifications), we can also offer individual unit qualifications, or discuss requirements for new qualifications suitable for local needs.

## Policies

CTH policies are available to Approved Centres and learners to refer to in the administration and the delivery of the programme.

## Location

CTH's offices are located in central London, United Kingdom, within easy walking distance of underground and bus stops. We always welcome visits from Centres and encourage this wherever possible.

## Website & Contact Details

<b>Website:</b>	<a href="http://www.cthawards.com">www.cthawards.com</a>
<b>Email:</b>	<a href="mailto:info@cthawards.com">info@cthawards.com</a>
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