

# Qualification Specification

## Highfield Level 2 Award in Barista Skills (RQF)

Qualification Number: 610/1271/3

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## Highfield Level 2 Award in Barista Skills (RQF)

### Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager.

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### Qualification regulation and support

The Highfield Level 2 Award in Barista Skills (RQF) has been developed and is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual. This qualification is also regulated by Qualifications Wales.

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### Key facts

<b>Qualification number:</b>	610/1271/3
<b>Learning aim reference:</b>	61012713
<b>Credit value:</b>	5
<b>Assessment method:</b>	Portfolio of Evidence
<b>Guided learning hours (GLH):</b>	36
<b>Total qualification time (TQT):</b>	50

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### Qualification overview and objective

The objective of this qualification is to support a role in the workplace and is aimed at all operatives that serve coffee and other hot and/or cold beverages in a range of hospitality or catering settings. This qualification provides learners with specialist knowledge and skills in the hot and cold beverage sector.

This qualification covers a variety of topics including:

- the types and characteristics of different hot and cold beverages
- the types of ingredients available
- serving customers to organisational standards
- preparing and serving a variety of beverages

Centres **must** have safe and suitable equipment/resources to support learners to demonstrate the skills required to fulfil the assessment criteria.

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### Entry requirements

To register on to this qualification, learners are **required** to be 16 years of age or above.

It is **recommended** that learners have a minimum of level 1 in literacy and numeracy.

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### Centre requirements

Centres must ensure that they are equipped with the relevant tools, equipment and food items required to safely and effectively deliver and assess this qualification.

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### Guidance on delivery

The total qualification time for this qualification is 50 hours, of which 36 are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

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### Guidance on assessment

This qualification is graded pass/fail. Learners must achieve all assessment criteria across all the learning outcomes, in order to be awarded a Pass.

This qualification is assessed through the completion of a portfolio of evidence that will be internally quality assured by the centre. A portfolio of evidence gives centres flexibility in how individual assessment criteria are assessed, and Highfield Qualifications promotes holistic assessment. Suggested assessment paperwork is available in the assessment pack on the Highfield Qualifications website. Examples of evidence for the portfolio could include:

#### Knowledge criteria:

- worksheets
- record of oral and written questioning
- assignments/projects/reports
- candidate reports
- record of professional discussion

#### Skills and behaviour criteria:

- assessor observation
- witness testimony
- record of professional discussion
- candidate and peer reports

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

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### Guidance on quality assurance

Highfield Qualifications requires centres to have in place a robust mechanism for the internal quality assurance of training delivery and internal assessment processes. Internal quality assurance must be completed by an appropriately qualified person and that person must not have been involved in any aspect of the delivery or assessment of the course they are quality assuring.

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### Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing a learner for assessment.

For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) Policy in the members' area of the Highfield Qualifications website. This policy should be read in conjunction with this specification and all other relevant Highfield documentation.

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### Assessor requirements

Highfield Qualifications requires nominated assessors for this qualification to meet the following:

- have current, relevant occupational expertise and knowledge that has been gained through ‘hands-on’ experience in the industry and relevant qualifications, for example a level 2 Award in Barista Skills qualification or equivalent, or a minimum of 1 year industry experience

Highfield Qualifications recommends nominated assessors for this qualification to meet the following:

- hold or be working towards a recognised assessing qualification, which could include any of the following:
  - Level 3 Award in Assessing Competence in the Work Environment
  - Level 3 Certificate in Assessing Vocational Achievement
  - A1 Assess Learner Performance Using a Range of Methods
  - D32 Assess Learner Performance and D33 Assess Learner Using Different Sources of Evidence
- maintain appropriate continuing professional development (CPD) for the subject area

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### Internal quality assurance (IQA) requirements

Highfield Qualifications requires nominated internal quality assurers (IQAs) for this qualification to meet the following requirements:

- have current, relevant occupational expertise and knowledge that has been gained through ‘hands-on’ experience in the industry and relevant qualifications

Highfield Qualifications recommends nominated internal quality assurers (IQAs) for this qualification to meet the following:

- hold or be working towards a recognised internal quality assurance qualification, which could include any of the following:
  - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF)
  - Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (QCF)
  - D34 or V1 verifier awards
- maintain appropriate continuing professional development (CPD) for the subject area

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### Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to the Highfield Qualifications’ Reasonable Adjustments Policy for further information/guidance.

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### ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to

ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card, etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

**For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.**

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### **Progression opportunities**

On successful completion of this qualification, learners may wish to continue their development by undertaking training or qualifications in specialist areas within the hospitality and catering industry.

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### **Useful websites**

- [www.highfieldqualifications.com](http://www.highfieldqualifications.com)
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## Appendix 1: Qualification structure

To complete the **Highfield Level 2 Award in Barista Skills (RQF)**, learners must complete the following:

- **the unit** contained within the mandatory group

### Mandatory group

Learners must achieve **the following unit** in this group

Unit reference	Unit title	Level	GLH	Credit
H/650/3529	Working as a Barista within the Hospitality and Catering Industry	2	36	5

## Appendix 2: Qualification content

**Unit 1: Working as a Barista within the Hospitality and Catering Industry**

Unit number: H/650/3529

Credit: 5

GLH: 36

Level: 2

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p><b>1. Understand the types and characteristics of different hot and cold beverages and ingredients available</b></p>	<p>1.1 Identify the <b>types</b> of hot and cold beverages available within the organisation</p> <p>1.2 Describe the <b>ingredients</b> and <b>characteristics</b> of different hot and cold beverages available within the organisation</p> <p>1.3 Describe the <b>origin</b> and <b>blend</b> of key ingredients in hot beverages available within the organisation</p> <p>1.4 Describe the characteristics of foamed milk and how foamed milk is used in different hot beverages</p> <p>1.5 Outline the <b>optimum storage</b> conditions for hot and cold beverage ingredients, products and accompaniments</p>
<p><b>2. Be able to engage with and serve customers to organisational standards</b></p>	<p>2.1 Explain why it is important to give customers accurate information on beverages</p> <p>2.2 Outline the <b>service standards</b> for hot and cold beverages available within the organisation</p> <p>2.3 Communicate effectively and professionally with a range of customers and colleagues in line with organisational standards</p> <p>2.4 Advise customers on the different <b>types</b> of drinks available</p> <p>2.5 Demonstrate efficient <b>service skills</b> that are appropriate to the organisation’s needs and types of beverages offered</p> <p>2.6 Prepare work and service areas safely and hygienically for beverage preparation</p>

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p><b>3. Be able to prepare and serve a variety of beverages to organisational standards</b></p>	<p>3.1 <b>Set up, calibrate, clean</b> and <b>close</b> specialist hot and cold beverage equipment, in preparation for service</p> <p>3.2 Demonstrate <b>correct</b> and <b>safe</b> use of specialist equipment to mix and/or prepare different hot and cold beverages</p> <p>3.3 <b>Prepare</b> and <b>serve</b> a variety of hot and cold beverages correctly</p> <p>3.4 Store all ingredients in line with organisational procedures</p> <p>3.5 Demonstrate safe and hygienic working practices in line with <b>organisational procedures</b> and <b>relevant legislation</b></p> <p>3.6 Maintain the cleanliness of work areas during service and clean all equipment after use</p>

### Indicative Content

**A.C. 1.1** Candidates must identify the main **types** of the hot and cold beverages offered in the organisation, under the following headings:

- espresso-based drinks
- specialist teas
- chocolate-based drinks
- chilled and iced drinks

**A.C. 1.2** Candidates must describe **ingredients** used and the **characteristics**. These may include:

- different milks
- plant-based
- dairy free
- fat content
- foamed milk
- coffee beans
- ground coffee blends
- roasting techniques
- fair trade chocolate

**A.C. 1.3** Candidates must describe the **origin** and **blend details** for each of the key ingredients:

- process of roasting from green bean to coffee bean
- coffee beans and ground coffee
- characteristic differences between arabica and robusta
- blends vs single origins
- tea blends and bags
- fair trade chocolate

**A.C. 1.5** Candidates must outline **optimum storage** conditions for ingredients and accompaniments, for example:

- airtight
- labelling
- stock rotation
- chilled storage

**A.C. 2.2** Candidates must outline the service **standards** for the service of hot and cold beverages, for example:

- which cups or glassware to use
- cutlery
- accompaniments and garnishes
- presentation methods

**A.C. 2.4** Candidates must advise on the **types** of products available and their contents and characteristics as well as additional flavours, strengths and available sizes. Drinks may include the below, depending on the organisation's menu:

- chilled and iced drinks
- espresso-based hot drinks
- teas
- hot chocolates

**A.C. 2.5** Candidates must demonstrate **service skills** that are appropriate to the organisation's needs and types of beverages offered, for example:

- matching cup sizes and shapes
- understanding the ordering and pass process
- serving procedure
- speed of service
- customer service

**A.C. 3.1** Candidates must demonstrate how to **set up, calibrate, clean** and **close** (as applicable) specialist equipment used for mixing and preparing hot and cold beverages in the organisation.

This may include (as appropriate to the organisation):

- espresso machine and bean grinder
- milk steamer
- water boiler
- thermometer
- knock-out box
- blender

**A.C. 3.2** Candidates must demonstrate **correct** and **safe** use of specialist equipment to mix and/or prepare different hot and cold beverages. This may include (as appropriate to the organisation):

- espresso machine and bean grinder
- milk steamer
- water boiler

- thermometer
- knock out box
- blender

**A.C. 3.3** Learners must **prepare** and **serve** a variety of beverages to include the following:

- use specialist equipment correctly as appropriate to the type of drink
- use drink building techniques
- ensure correct presentation standards
- foam milk to the correct temperature (for at least **two** different drinks)
- pour milk correctly (with at least **two** different drinks)
- correctly use flavours (with at least **one** drink)
- correctly use toppings (with at least **one** drink)

**Variety of beverages** - the learner must demonstrate correct techniques for preparing and serving:

- espresso
- cappuccino
- latte

**In addition** to the above, the learners must also demonstrate correct preparation of at least **two** of the following depending on menu:

- iced espresso or tea-based drink
- blended ice drink
- hot chocolate
- tea
- other espresso-based drink (e.g. macchiato)

**A.C. 3.5** Candidates must demonstrate working practices that are in line with **organisational procedures** and **relevant legislation**, including the following:

- food safety act and subsequent regulations
- food allergen information and labelling
- consumer protection legislation
- equality legislation
- health and safety, etc.

### Additional Unit Guidance

**LO1 (1.1, 1.2, 1.3, 1.4 and 1.5) and LO2 (2.1 and 2.2 only)** assessment criteria are assessed via knowledge-based assessment methods, such as questions and answers (Q&A), professional discussion, assignments, etc.

**LO2 (2.3, 2.4, 2.5 and 2.6) and LO3 (3.1, 3.2, 3.3, 3.4, 3.5 and 3.6)** assessment criteria are assessed through practical performance.

## Appendix 3: Sample assessment material



### Evidence Tracking Sheet

#### Mandatory Units

Learner Name				
Centre Name				
<b>Mandatory Unit 1: Working as a Barista within the Hospitality and Catering Industry (H/650/3529)</b>				
Learning Outcome	Assessment Criteria	Evidence Type	Evidence Reference	Date
1. Understand the types and characteristics of different hot and cold beverages and ingredients available	1.1 Identify the types of hot and cold beverages available within the organisation			
	1.2 Describe the ingredients and characteristics of different hot and cold beverages available within the organisation			
	1.3 Describe the origin and blend of key ingredients in hot beverages available within the organisation			
	1.4 Describe the characteristics of foamed milk and how foamed milk is used in different hot beverages			
	1.5 Outline the optimum storage conditions for hot and cold beverage ingredients, products and accompaniments			
2. Be able to engage with and serve customers to organisational standards	2.1 Explain why it is important to give customers accurate information on beverages			
	2.2 Outline the service standards for hot and cold beverages available within the organisation			
	2.3 Communicate effectively and professionally with a range of customers and colleagues in line with organisational standards			
	2.4 Advise customers on the different types of drinks available			
	2.5 Demonstrate efficient service skills that are appropriate to the organisation's needs and types of beverages offered			
	2.6 Prepare work and service areas safely and hygienically for beverage preparation			