

LEVEL 2 CITY & GUILDS VRW IN BARISTA SKILLS

What is a Barista?

The literal translation of 'barista' from the Italian is 'bartender', but as it is the Italian bartenders who are experts on the espresso machine the term is now used to describe an expert in espresso based drinks.

Expectations of the course

The modern café not only a range of espresso based drinks, such as cappuccino and latte, but often serves teas: filter coffee, hot chocolate, juices and smoothies as well. The Level 2 Award in Barista Skills encompasses all these drinks.

Students are expected to produce a range of such drinks, have general background knowledge on the ingredients that make them, and should be able to calibrate, use and maintain the equipment.

As well as this knowledge students are expected to demonstrate and understand the importance of customer service.

To this aim the Award is divided into four areas:

1. Demonstrate product knowledge
2. Clean and check equipment
3. Display drink building techniques
4. Serve customers

Duration of the course

The course requires 20 hours guided learning hours, such as outlined in the course itinerary below. It is also expected that students, especially those new to making espresso based drinks spend time outside these hours practising their skills under supervision.

Assessment

The Award is assessed through a practical task that should take no longer than 30 minutes. Students are required to calibrate a coffee grinder and make a range of drinks including espresso, cappuccino, caffe latte, filter coffee, tea, hot chocolate and a smoothie.

Also students will be given 20 short answer questions to assess knowledge. No time limit is set for these questions.

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Re-sitting Assessment

Should a student fail to pass the practical assessment, it is for the assessor to judge if a re-sit can be taken that same day. The assessor may consider further practise is required before a re-sit. Also logistic constants may require a re-sit is only possible on a following day.

Certification

Certificates will be awarded to all those students obtaining a pass, credit or distinction in the assessment.

Certificates cannot be applied for until 10 weeks after registration for the Award.

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Course Itinerary

Day 1

9.30 – 10.00am	Welcome and introduction to the Course
10.00 – 11.00am	Coffee – A World of Flavour <ul style="list-style-type: none">• An introduction to coffee’s history and a explanation of the different varieties and flavour in coffee. Cupping of key varieties and origins
11.00 – 11.15am	BREAK
11.15 – 12.15pm	Essentials for perfect espresso <ul style="list-style-type: none">• Freshness• Grinder calibration (gram throw and texture)• Water quantities
12.15 – 1.00pm	Practical – Grinder setting and perfect extraction
1.00 – 1.45pm	LUNCH
1.45 – 3.15pm	Introduction to milk techniques <ul style="list-style-type: none">• Why milk foams• Foaming• Texturing
3.15 – 3.30pm	BREAK
3.30 – 4.15pm	Practical – milk technique practise
4.15 – 5.00pm	Daily maintenance and care of your machine
5.00- 5.45pm	Short film <ul style="list-style-type: none">• ‘The Art of Coffee Part I’

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Day 2

9.00 – 10.00am	Practical – Consolidation of learning from Day 1
10.00 – 11.30am	An introduction to tea <ul style="list-style-type: none">• Outline of key types and production methods• Brewing the perfect cup• Cupping of key types
11.30 – 11.45am	BREAK
11.45 – 1.00pm	An introduction of Filter Coffee <ul style="list-style-type: none">• Obtaining the perfect cup• Care & maintenance of equipment
1.00 – 1.45pm	LUNCH
1.45 – 3.15pm	Introduction to Chocolate <ul style="list-style-type: none">• A brief history and insight into different varieties and origins of chocolate• Production methods for chocolate• Chocolate tasting• Preparation methods for hot chocolate• Care of equipment
3.15 – 3.30pm	BREAK
3.30 – 4.30pm	Practical – construction of smoothies <ul style="list-style-type: none">• Care and maintenance of equipment
4.30 – 5.00pm	Review of the day and outline of the assessment
5.00 – 5.45pm	Short film: <ul style="list-style-type: none">• ‘The Art of Coffee Part II’

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Day 3

9.00 – 9.30am	Review of Day 2
9.30 – 11.00am	Customer Service <ul style="list-style-type: none">• Why is good customer service vital?• Personal appearance, presentation and image• Steps to service• Dealing with customer complaints
11.00 – 11.15am	BREAK
11.15 – 12.30pm	Practical – Preparation for assessment
12.30 – 1.15pm	LUNCH
1.15 – 2.00pm	Assessment 201 – Knowledge Test
2.00pm	Students practical assignment